

Qualification Pack



General Duty Assistant-Advanced (Elective 1: Maternal and Newborn Care, Elective 2: Critical Care, Elective 3: Dialysis, Elective 4: Parturition)

Electives: Maternal & New Born Care/ Critical Care/ Dialysis/ Parturition

QP Code: HSS/Q5103

Version: 3.0

NSQF Level: 3.5



Qualification Pack

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HSS/Q5103: General Duty Assistant-Advanced (Elective 1: Maternal and Newborn Care, Elective 2: Critical Care, Elective 3: Dialysis, Elective 4: Parturition)

Brief Job Description

Individual on the job provides patient care and helps maintain a conducive environment in various departments of hospital/home setting. Some of the key responsibilities include maintaining activities of patients daily living, patients comfort, safety and health needs. They monitor or report changes in health status. This job requires the individual to work in collaboration with doctors and nurses and other healthcare providers and deliver the healthcare services as suggested by them at a hospital or home setting in shifts.

Personal Attributes

He/she should exhibit good coordination with patients or colleagues, self-discipline, dedication, persistence, ethical behavior and the ability to deal empathetically with patients. It is also important for the individual to have a good level of physical fitness and healthy body as well as maintain self-hygiene.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5125: Assist patient in maintaining the activities of daily living](#)
2. [HSS/N5126: Assist nurse in implementation of nursing care plan](#)
3. [HSS/N5106: Transferring patient within the hospital](#)
4. [HSS/N5112: Respond to patients call](#)
5. [HSS/N5113: Clean medical equipment under supervision of nurse](#)
6. [HSS/N5127: Provide ancillary services for supporting patient care](#)
7. [HSS/N5115: Carry out last office \(death care\)](#)
8. [HSS/N5128: Provide care to patient with diverse needs at home settings](#)
9. [HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others](#)
10. [HSS/N9616: Maintain professional & medico-legal conduct](#)
11. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
12. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)

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13. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Maternal & New Born Care

Individual will assist mothers during post natal & to provide routine care to new born in the home setting.

1. [HSS/N5129: Post-natal care to new mothers and routine care to the new born](#)

Elective 2: Critical Care

Individual will assist nurse in performing procedures as instructed in the care plan at critical care units

1. [HSS/N5130: Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units](#)

Elective 3: Dialysis

Individual will assist nurse/technician for dialysis machine set-up and reprocessing of dialyzers in dialysis unit/department

1. [HSS/N5131: Assist in dialysis machine set-up and reprocessing of dialyzers](#)

Elective 4: Parturition

Individual will assist healthcare team in the process of parturition and giving physical assistance & emotional support to woman before, during after childbirth in a maternity center or obstetric department of healthcare organization

1. [HSS/N5132: Assist woman before, during and after childbirth under guidance of healthcare team](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
Country	India
NSQF Level	3.5
Credits	39

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/3221.0300
Minimum Educational Qualification & Experience	<p>11th grade pass with NA of experience OR 10th grade pass and pursuing continuous schooling with NA of experience OR 10th grade pass with 1 Year of experience relevant experience OR 8th grade pass with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (3) with 1-2 Years of experience with 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level (2.5) with 3 Years of experience relevant experience</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	28/07/2027
NSQC Approval Date	28/07/2022
Version	3.0
Reference code on NQR	QG-04-HE-00657-2023-V1.1-HSSC
NQR Version	1.1

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HSS/N5125: Assist patient in maintaining the activities of daily living

Description

This OS unit is about assisting the patient in conducting his/her daily routine activities. The routine activities include bathing, grooming, dressing, eating, drinking and maintaining normal elimination.

Scope

The scope covers the following :

- Maintain patients privacy
- Assist in bathing patient
- Assist in grooming the patient

Elements and Performance Criteria

Maintain patients privacy

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

- PC1.** ensure patients privacy while performing activities of daily living.
- PC2.** use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient
- PC3.** encourage patient to do as much as possible to promote independence

Assist in bathing patient

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

- PC4.** identify the type of bath that is best suited as per the guidelines, based on the patients condition and comfort.
- PC5.** ensure that patient is not left unattended in bath room
- PC6.** dry patients skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress
- PC7.** clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use
- PC8.** check water temperature before patient checks in
- PC9.** follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes
- PC10.** wash from cleanest to dirtiest
- PC11.** check each patients skin after bathing

Assist in grooming the patient

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

- PC12.** use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient
- PC13.** perform duties gently to avoid injuries
- PC14.** rinse toothpaste thoroughly from the patients mouth after brushing

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PC15. store dentures in cool water with patients identification details to avoid confusion

PC16. prepare part as per directives from concerned authority

PC17. observe and report unusual findings

PC18. show patient how they look after the grooming task is finished

Assist patient in clothing

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

PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy

PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols

PC21. observe and ensure that dressing is done as per the patients need & condition

Support patient in eating and drinking

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

PC22. make the patient comfortable and encourage eating as recommended

PC23. feed through spoon

PC24. follow protocols while feeding through ryles tube as recommended

PC25. assist in elimination and oral care prior to feeding

PC26. wash patients hands and mouth before and after feeding

PC27. maintain self-cleanliness and hygiene before and after feeding the patient

PC28. measure input and record them

PC29. observe and ensure that the guidelines are followed prior, during and after feeding

Assist patient in normal elimination

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

PC30. respond to patients elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols

PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode

PC32. wipe the patient and wash hands to prevent infection

PC33. ensure hygiene and cleanliness of patient and surroundings

PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patients comfort and condition

PC35. use equipment/consumables correctly to prevent discomfort or injury

PC36. empty the uro bag time to time as per standard procedures

PC37. clean and disinfect the equipment after use

PC38. record changes in the color or texture of the elimination and report unusual findings immediately

PC39. measure output and record them

PC40. clean the spillage as per organization process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to give shower, complete bed bath, partial bed bath or tub bath the patient
- KU13.** how to perform back rub
- KU14.** the basic functionalities of the applications that are used during the bathing
- KU15.** what to do and whom to report during bathing if lips colour changes, rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature, drainage, bleeding, complaints of pain and itching
- KU16.** how to clean dentures and store them
- KU17.** how to perform brushing and oral care in unconscious patients
- KU18.** how to prepare patient for hair styling
- KU19.** how to prepare patient before cutting the nails
- KU20.** how to prepare patient before providing oral care
- KU21.** how to inform in case of observing something which is clinically important e.g. bed sores while dressing a patient
- KU22.** how to dress and undress patient without causing discomfort
- KU23.** dressing procedure to prevent spread of infection
- KU24.** appropriate clothing depending upon the patients condition and the general environment
- KU25.** the steps involved in the process of dressing is appropriately followed like which limb to undress first
- KU26.** how to ensure that the cloths and the footwear fit the patient correctly
- KU27.** how to ensure that the clothing is fastened with elastic fasteners
- KU28.** how to ensure that the clothing is comfortable as per the patients need (woolens in cold weather and cotton in warm weather)
- KU29.** importance of removal of all accessories like belts, jewelry and scarfs to avoid inconvenience
- KU30.** how to ensure that shoes/slippers are of the right size and non-slippery to prevent fall
- KU31.** how to handover accessories and clothing to patient attendant with proper documentation

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- KU32.** how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task
- KU33.** the importance of balanced and healthy diet as prescribed by the physician
- KU34.** how to wipe patients mouth and keep the clothes clean and prevent spilling to maintain patients dignity and hygiene
- KU35.** how to wash hands and maintain hygiene to prevent spread of infections
- KU36.** how to feed using spoon or through ryle's tube
- KU37.** appropriate diet for different medical conditions
- KU38.** ability to identify symptoms like choking or uneasiness while feeding and communicate about the same to the nurse/ physician
- KU39.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU40.** how to measure food intake and record it
- KU41.** how to administer a bed pan for immobile patients
- KU42.** how to assist a mobile patient to use the commode
- KU43.** how to check for kinks and obstruction in an indwelling catheter
- KU44.** the process of cleaning and wiping the patient after elimination to prevent infections
- KU45.** how to identify change in colour, odour or texture of the elimination
- KU46.** how to observe and ensure that the guidelines are followed prior, during and after feeding:
 - a. elimination process is completed before feeding
 - b. oral care and grooming is performed before feeding
 - c. the patient is comfortable when being fed
 - d. the food temperature is appropriate for feeding
 - e. the food provided is according to the dietary prescription of the prescribing physician or dietician
 - f. patient is not having symptoms of distress like coughing and regurgitation
- KU47.** appropriate measures being taken while symptoms of distress
- KU48.** basic structure and function of the body system and associated component
- KU49.** process, condition & resources required by the body to support healthy functioning

Generic Skills (GS)

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

- GS1.** record the completion of the procedure with relevant details by marking the template
- GS2.** read the doctor/nurses instructions and interpret it correctly and cross check that with the ward nurse for proper understanding
- GS3.** discuss procedures with the patient and make him/ her feel comfortable
- GS4.** answer questions that patient may have
- GS5.** apply best practices in existing processes to drive improvements
- GS6.** plan the time for performing the activity to the patient and organize the same with other team members if they are needed
- GS7.** ensure that all activities related to performing the activity are performed keeping in consideration the patients benefits
- GS8.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS9.** use the existing experience for improving the comfort during process

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- GS10.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, communication, as a guide to belief and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain patients privacy</i>	10	10	10	2
PC1. ensure patients privacy while performing activities of daily living.	-	-	-	-
PC2. use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient	-	-	-	-
PC3. encourage patient to do as much as possible to promote independence	-	-	-	-
<i>Assist in bathing patient</i>	10	10	10	-
PC4. identify the type of bath that is best suited as per the guidelines, based on the patients condition and comfort.	-	-	-	-
PC5. ensure that patient is not left unattended in bath room	-	-	-	-
PC6. dry patients skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress	-	-	-	-
PC7. clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use	-	-	-	-
PC8. check water temperature before patient checks in	-	-	-	-
PC9. follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes	-	-	-	-
PC10. wash from cleanest to dirtiest	-	-	-	-
PC11. check each patients skin after bathing	-	-	-	-
<i>Assist in grooming the patient</i>	10	10	10	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient	-	-	-	-
PC13. perform duties gently to avoid injuries	-	-	-	-
PC14. rinse toothpaste thoroughly from the patients mouth after brushing	-	-	-	-
PC15. store dentures in cool water with patients identification details to avoid confusion	-	-	-	-
PC16. prepare part as per directives from concerned authority	-	-	-	-
PC17. observe and report unusual findings	-	-	-	-
PC18. show patient how they look after the grooming task is finished	-	-	-	-
<i>Assist patient in clothing</i>	10	10	10	-
PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy	-	-	-	-
PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols	-	-	-	-
PC21. observe and ensure that dressing is done as per the patients need & condition	-	-	-	-
<i>Support patient in eating and drinking</i>	10	10	10	-
PC22. make the patient comfortable and encourage eating as recommended	-	-	-	-
PC23. feed through spoon	-	-	-	-
PC24. follow protocols while feeding through ryles tube as recommended	-	-	-	-
PC25. assist in elimination and oral care prior to feeding	-	-	-	-
PC26. wash patients hands and mouth before and after feeding	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. maintain self-cleanliness and hygiene before and after feeding the patient	-	-	-	-
PC28. measure input and record them	-	-	-	-
PC29. observe and ensure that the guidelines are followed prior, during and after feeding	-	-	-	-
<i>Assist patient in normal elimination</i>	10	10	10	4
PC30. respond to patients elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols	-	-	-	-
PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode	-	-	-	-
PC32. wipe the patient and wash hands to prevent infection	-	-	-	-
PC33. ensure hygiene and cleanliness of patient and surroundings	-	-	-	-
PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patients comfort and condition	-	-	-	-
PC35. use equipment/consumables correctly to prevent discomfort or injury	-	-	-	-
PC36. empty the uro bag time to time as per standard procedures	-	-	-	-
PC37. clean and disinfect the equipment after use	-	-	-	-
PC38. record changes in the color or texture of the elimination and report unusual findings immediately	-	-	-	-
PC39. measure output and record them	-	-	-	-
PC40. clean the spillage as per organization process	-	-	-	-
NOS Total	60	60	60	6

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5125
NOS Name	Assist patient in maintaining the activities of daily living
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	3.5
Credits	3.5
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQF Clearance Date	31/01/2024

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HSS/N5126: Assist nurse in implementation of nursing care plan

Description

This OS unit is about assisting the nurse in the procedures to be performed making observations and reporting changes in patients condition taking appropriate measurements

Scope

The scope covers the following :

- Assist nurse while performing different procedures as part of patient care plan
- Observe and report changes in patients overall condition
- Support nurse in measurement of vital parameters

Elements and Performance Criteria

Assist nurse while performing different procedures as part of patient care plan

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

- PC1.** identify the correct equipment as per the procedure and prepare the nursing tray
- PC2.** assist in performing key procedures like inducing enema, suppository, catheter, ryle tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.
- PC3.** follow standard precautions to prevent spread of an infection or induce an infection
- PC4.** wear protective gear in order to protect self from getting infected
- PC5.** ensure equipment being used for the procedure are clean/sterile
- PC6.** ensure that special instructions by the nurse/physician to perform the procedure are followed
- PC7.** ensure that the patient is comfortable and not inconvenienced due to the procedure
- PC8.** ensure that the procedure is performed in a timely manner as part of the treatment plan

Observe and report changes in patients overall condition

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

- PC9.** observe color changes like bluish or yellowish discoloration of the skin
- PC10.** observe changes in odour or consistency of urine and stools
- PC11.** communicate the observations in an appropriate language and construct to relevant authority
- PC12.** differentiate between immediate and routine reporting requirements

Support nurse in measurement of vital parameters

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

- PC13.** assist nurse in calibrating the scales as per manufacturers guidelines
- PC14.** use different types of scales including manual, digital, standard, chair and bed scales
- PC15.** ensure that patient is comfortable and positioned correctly
- PC16.** ensure patient safety to prevent a fall or an injury

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to use the equipment meant to perform the procedure
- KU13.** severity of different type of observations and procedure of recording them
- KU14.** the specific type of observation and reporting requirements within a department
- KU15.** how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse
- KU16.** how to read the scales correctly and avoid errors
- KU17.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU18.** how to ensure patient safety
- KU19.** how to assist nurse in perform the different procedures
- KU20.** what is the significance of each procedure in patient management
- KU21.** how to induce an enema
- KU22.** how to prepare the patient for the operation theatre
- KU23.** what are the different types of observations and how they can impact patients health
- KU24.** different changes in skin colour and their implications
- KU25.** different changes in odour of urine and faeces and their implication
- KU26.** alteration in consistency of eliminations
- KU27.** skin abrasions or injuries
- KU28.** subjective patient complaints like dizziness, disorientation
- KU29.** follow infection control policies. e.g.when wearing gloves, change them between each patient and wash your hands frequently
- KU30.** how to calibrate the different types of scales
- KU31.** how to make adjustments in measurements to ensure correct recordings

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- KU32.** how to place/position the patient on the scales to avoid faulty recordings
- KU33.** how to measure the urine output
- KU34.** report unusual findings and whom to report them immediately
- KU35.** how to observe and ensure the following while taking measurements: a. patient wears same type of clothes each time the weight is taken b. the patients bladder is empty when the weight is taken c. schedule daily weights at the same time d. calibrate the scale as per manufacturers instructions
- KU36.** basic structure and function of the body system and associated component
- KU37.** process, condition & resources required by the body to support healthy functioning

Generic Skills (GS)

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

- GS1.** record and report infection control protocols in case the individual has the required skills to capture that, else inform the nurse to record
- GS2.** record weight and height correctly on the template
- GS3.** report unusual findings to the nurse and record them after verification
- GS4.** follow instructions as specified in the patients file in case the individual has reading skill otherwise take the instructions from nurse
- GS5.** notice any changes in previous measurements and report them to the nurse
- GS6.** follow instructions as specified on the file before taking the measurements or seek nurses help to interpret that
- GS7.** communicate with the patient at every stage of procedure
- GS8.** comprehend patients request and needs
- GS9.** verify the observations by asking questions to the patient
- GS10.** communicate the observations to the nurse verbally
- GS11.** explain to the patient about the measurements being taken beforehand
- GS12.** verify if the bladder and bowels are empty before taking weights
- GS13.** communicate to the patient prior to moving the patient on to the weighing scale
- GS14.** the most appropriate technique of performing the procedure
- GS15.** minor modifications in the procedure to improve patients comfort
- GS16.** which unusual observations need to be reported to the nurse
- GS17.** ensure that the scales are calibrated correctly
- GS18.** how to identify significant changes in the measurements and inform them to the nurse
- GS19.** which type of weighing scale to be used depending upon the condition of the patient
- GS20.** record and document observation
- GS21.** ensure that the equipment for the procedure is in place and functioning normally
- GS22.** plan and organize the observations and reports prepared during change in patients condition
- GS23.** ensure that the correct equipment is in place to make measurements
- GS24.** calibrate and arrange the equipment before taking measurements

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- GS25.** talk to the patient continuously while performing the procedure so as to make the patient more comfortable and aware of what is happening
- GS26.** modify or update the technique of the procedure based on patient's convenience
- GS27.** assist the patient in movements while taking measurements and ensure that they are comfortable
- GS28.** make measurements depending upon the patient's condition using the appropriate equipment
- GS29.** modify the procedure to enhance comfort levels
- GS30.** provide simple solutions like change in position to alleviate pain associated with bed sores
- GS31.** equipment as per the patients condition to make the patient comfortable
- GS32.** inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed
- GS33.** how to maneuver a procedure in order to reduce discomfort or pain to the patient
- GS34.** differentiate between a serious observation vs. a routine observation
- GS35.** identify equipment related zero errors and take accurate measures by seeking help of nurse
- GS36.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist nurse while performing different procedures as part of patient care plan</i>	10	10	10	5
PC1. identify the correct equipment as per the procedure and prepare the nursing tray	-	-	-	-
PC2. assist in performing key procedures like inducing enema, suppository, catheter, ryle tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.	-	-	-	-
PC3. follow standard precautions to prevent spread of an infection or induce an infection	-	-	-	-
PC4. wear protective gear in order to protect self from getting infected	-	-	-	-
PC5. ensure equipment being used for the procedure are clean/sterile	-	-	-	-
PC6. ensure that special instructions by the nurse/physician to perform the procedure are followed	-	-	-	-
PC7. ensure that the patient is comfortable and not inconvenienced due to the procedure	-	-	-	-
PC8. ensure that the procedure is performed in a timely manner as part of the treatment plan	-	-	-	-
<i>Observe and report changes in patients overall condition</i>	10	10	10	5
PC9. observe color changes like bluish or yellowish discoloration of the skin	-	-	-	-
PC10. observe changes in odour or consistency of urine and stools	-	-	-	-
PC11. communicate the observations in an appropriate language and construct to relevant authority	-	-	-	-
PC12. differentiate between immediate and routine reporting requirements	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support nurse in measurement of vital parameters</i>	10	-	5	5
PC13. assist nurse in calibrating the scales as per manufacturers guidelines	-	-	-	-
PC14. use different types of scales including manual, digital, standard, chair and bed scales	-	-	-	-
PC15. ensure that patient is comfortable and positioned correctly	-	-	-	-
PC16. ensure patient safety to prevent a fall or an injury	-	-	-	-
NOS Total	30	20	25	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5126
NOS Name	Assist nurse in implementation of nursing care plan
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	4
Credits	2.5
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQF Clearance Date	31/01/2024

Qualification Pack

HSS/N5106: Transferring patient within the hospital

Description

This OS unit is about transferring a patient by General Duty Assistant. The purpose of transferring is to move the patient to and from a bed, wheelchair or a chair using proper body mechanics with focus on safety and planning.

Scope

The scope covers the following :

- Transfer patient from bed to wheelchair or a chair using proper body mechanics with focus on safety and planning.

Elements and Performance Criteria

Consideration to the following are to be given due importance by GDA when assisting in the transferring process: patients general medical condition and mobility, patients size and ability to assist, equipment to be used for transferring the patient. Ensuring patients privacy during the transferring process is important. Using correct equipment and following proper procedures is important to prevent injury or fall

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

- | | |
|-------------|--------------------------------------------------------------------------------------|
| PC1. | use the equipment for transferring the patients correctly to avoid falls or injuries |
| PC2. | ensure that the correct patient is being moved or wheeled out |
| PC3. | understand patient's condition and estimate if additional help is required |
| PC4. | transport the patient without causing trauma or injury |
| PC5. | use proper body mechanics for transferring the patient |
| PC6. | focus on safety first and ensure that the patient is comfortable |

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** ensure that the right patient is being moved out/ transferred from/within the hospital
- KU2.** follow relevant protocols, good practices, standards, policies and procedures while transferring the patient
- KU3.** use equipment and techniques correctly to avoid injury or inconvenience to the patient
- KU4.** how to use the equipment like wheel chairs and stretchers
- KU5.** how to manoeuvre smaller equipment like catheters while transferring the patient
- KU6.** how to use body mechanics while transferring the patient to prevent injury or fall
- KU7.** how and when to use the brakes on the transferring equipment

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KU8. during transfer process:ational occupational standara. ensure that all the required equipment is availableb. assess the patients size and understand if one need help to transfer thepatient safelyc. be sure that the slippers are non-slip and of the right sized. observe and protect special equipment like catheterse. ensure that the patients arms and legs are inside the frame of thewheelchair or the stretcher

Generic Skills (GS)

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

- GS1.** record when and where the patient is being moved, in case of gda not able to write he needs to inform the nurse and get that recorded
- GS2.** know the patient by registration number and name while being moved/transferred from/within the hospital
- GS3.** Explain to the patient what is happening and where he is being moved
- GS4.** Communicate with the patient and count till three so that the patient knows when to move
- GS5.** Instruct the patient on what to do during the transferring process
- GS6.** Check with the patient if he is comfortable regularly during the transferring process.
- GS7.** How to use proper body mechanics while moving the patient
- GS8.** When assistance or additional help is required
- GS9.** Which equipment to use and how to use them to ensure patient safety
- GS10.** Time required by a patient to get ready for moving
- GS11.** That the patient is wearing an appropriate footwear
- GS12.** When to check and make request for assistance if required
- GS13.** How to assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics
- GS14.** How to check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient
- GS15.** Always push forward except when moving on and off elevators and ensure that the patient is comfortable during the transfer
- GS16.** When to set brakes at destination only to prevent falls and injuries
- GS17.** The location where the patient needs to be transported to
- GS18.** Ensure that the patient is safe during the transferring and prevent injuries to the limbs
- GS19.** Manage if there is rush on the other side of a door before opening it to prevent collision
- GS20.** manage brakes to prevent slipping or falling, when using elevators
- GS21.** interpret need for additional help depending upon the patient's condition
- GS22.** apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Consideration to the following are to be given due importance by GDA when assisting in the transferring process: patients general medical condition and mobility, patients size and ability to assist, equipment to be used for transferring the patient. Ensuring patients privacy during the transferring process is important. Using correct equipment and following proper procedures is important to prevent injury or fall</i>	20	20	10	12
PC1. use the equipment for transferring the patients correctly to avoid falls or injuries	-	-	-	-
PC2. ensure that the correct patient is being moved or wheeled out	-	-	-	-
PC3. understand patient's condition and estimate if additional help is required	-	-	-	-
PC4. transport the patient without causing trauma or injury	-	-	-	-
PC5. use proper body mechanics for transferring the patient	-	-	-	-
PC6. focus on safety first and ensure that the patient is comfortable	-	-	-	-
NOS Total	20	20	10	12

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5106
NOS Name	Transferring patient within the hospital
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	2.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

HSS/N5112: Respond to patients call

Description

This OS unit is about responding to patients call by General Duty Assistant. The purpose of responding to call bell is to check if the patient needs something and to provide a solution promptly. Promptly responding to call bells is important for patient satisfaction.

Scope

The scope covers the following :

- Promptly respond to patient call bell

Elements and Performance Criteria

Responding to call bell A GDA needs to consider the following when responding to a call bell, If the call is for a medical need, communicate it to the nurse immediately, If the call is for a non-medical need, respond accordingly Promptly responding to call bell is important for patients general wellbeing and overall satisfaction

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

- PC1.** promptly respond to call bell
- PC2.** communicate the medical needs to the nurse station without delay
- PC3.** courteously and sensitively meet patient needs
- PC4.** ensure that the patient is at ease or comfortable
- PC5.** quickly scan the patients surrounding and take appropriate action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedures and codes to be followed in case of call bell
- KU2.** the emergency protocols to be followed in case of call bell being pressed to urgent needs
- KU3.** how response time is linked with patient satisfaction
- KU4.** when to turn off the call bell
- KU5.** common reasons for non-medical bell calls like elimination, need for drinking water or turning off the light.
- KU6.** the medical reasons for bell calls and communicate them promptly to the nurse
- KU7.** how to use patient bed equipment for different bed positions like propping up.

Generic Skills (GS)

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

- GS1.** be courteous and seek patients permission to enter the room

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- GS2.** understand the patients request for which the call was made
- GS3.** communicate to the patient ones understanding of the request
- GS4.** encourage the patient to call for any other need
- GS5.** know the reason of request(medical or non-medical) and when to inform the nurse
- GS6.** plan and organise the response to call
- GS7.** be quick to respond to a call
- GS8.** check for any additional needs that the patient may have by scanning the patient surroundings
- GS9.** encourage the patient to use the call whenever needed
- GS10.** identify the nature of the request and correctly respond to it
- GS11.** be aware of common non-medical needs and satisfy the need before a request is made e.g. making drinking water available
- GS12.** differentiate between medical and non-medical needs and intimate the nurse about medical requests
- GS13.** ability to identify difference between urgent and non urgent call requests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Responding to call bell A GDA needs to consider the following when responding to a call bell, If the call is for a medical need, communicate it to the nurse immediately, If the call is for a non-medical need, respond accordingly Promptly responding to call bell is important for patients general wellbeing and overall satisfaction</i>	20	20	10	10
PC1. promptly respond to call bell	-	-	-	-
PC2. communicate the medical needs to the nurse station without delay	-	-	-	-
PC3. courteously and sensitively meet patient needs	-	-	-	-
PC4. ensure that the patient is at ease or comfortable	-	-	-	-
PC5. quickly scan the patients surrounding and take appropriate action	-	-	-	-
NOS Total	20	20	10	10

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5112
NOS Name	Respond to patients call
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	1.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N5113: Clean medical equipment under supervision of nurse

Description

This OS unit is about cleaning medical equipment by General Duty Assistant under the supervision of nurse.

Scope

The scope covers the following :

- Cleaning, handling routine maintenance and sterilization

Elements and Performance Criteria

Cleaning, handling routine maintenance and sterilisation Reference : The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SCDHSC00243 Support the safe use of materials and equipment] and has been reproduced with their permission

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

- | | |
|-------------|---------------------------------------------------------------------------------------------------------------------------|
| PC1. | handle equipment safely or seek the help of nurse |
| PC2. | use appropriate protective clothing and equipment when cleaning equipment |
| PC3. | clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures |
| PC4. | report to appropriate people/nurse about the equipment that are unsuitable for use |
| PC5. | dispose of any waste safely and according to legal requirements and organisation protocol |

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** procedures required for cleaning the equipment as per organisation protocol or nurse
- KU3.** how to clean the equipment
- KU4.** the procedures to clean the equipment
- KU5.** how to dispose of waste safely or seek the help of nurse

Generic Skills (GS)

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

- GS1.** how to enter the procedure in the template
- GS2.** how to read the symbols on the equipment and if not able to then seek the help of nurse

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- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** how to plan the procedure under the guidance of nurse
- GS5.** the error occurred during the procedure and seek the help of nurse for solving the problem

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Cleaning, handling routine maintenance and sterilisation Reference : The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SCDHSC00243 Support the safe use of materials and equipment] and has been reproduced with their permission</i>	20	20	8	10
PC1. handle equipment safely or seek the help of nurse	-	-	-	-
PC2. use appropriate protective clothing and equipment when cleaning equipment	-	-	-	-
PC3. clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures	-	-	-	-
PC4. report to appropriate people/nurse about the equipment that are unsuitable for use	-	-	-	-
PC5. dispose of any waste safely and according to legal requirements and organisation protocol	-	-	-	-
NOS Total	20	20	8	10

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5113
NOS Name	Clean medical equipment under supervision of nurse
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	1
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

HSS/N5127: Provide ancillary services for supporting patient care

Description

This OS unit is about providing ancillary services like transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.), changing/ transferring/ managing laundry/ linen on the floor.

Scope

The scope covers the following :

- Transfer patient samples, drugs, patient documents
- Manage changing and transporting laundry/ linen
- Support nurse in measurement of vital parameters

Elements and Performance Criteria

Transfer patient samples, drugs, patient documents

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

- PC1.** hand over the patients documents, samples and drugs to the concerned authority
- PC2.** ensure that all documents, samples and drugs are handed over carefully
- PC3.** receive/label/transport patient samples as per protocols
- PC4.** ensure patients identity is correctly mentioned on patient sample container and documents

Manage changing and transporting laundry/ linen

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

- PC5.** prepare bed as per the type and protocols in line of organizational policy
- PC6.** ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported
- PC7.** ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.
- PC8.** isolate the unclean or infected trolley or vehicle and report the same.
- PC9.** collect and transport clean linen avoiding cross contamination with used linen
- PC10.** use a trolley or vehicle specifically designated for the delivery of clean linen
- PC11.** transport the used linen to the designated department as per hospital policy keeping log of the daily records
- PC12.** segregate the blood stained linen separately and disinfect before transport

Support nurse in measurement of vital parameters

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

- PC13.** use personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to clean the linen trolleys
- KU13.** how to use personal protective equipment
- KU14.** how to handover the document and drugs and receive the acknowledgment
- KU15.** where an exposure occurs while transporting clean linen: report the incident immediately and seek further advice on the need for further medical care document the incident, following local policies
- KU16.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

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

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** make decisions regarding the existing processes with the help of nurse
- GS5.** plan the procedure under the guidance of nurse
- GS6.** the error occurred during the procedure and seek the help of nurse for solving the problem

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transfer patient samples, drugs, patient documents</i>	10	15	-	10
PC1. hand over the patients documents, samples and drugs to the concerned authority	-	-	-	-
PC2. ensure that all documents, samples and drugs are handed over carefully	-	-	-	-
PC3. receive/label/transport patient samples as per protocols	-	-	-	-
PC4. ensure patients identity is correctly mentioned on patient sample container and documents	-	-	-	-
<i>Manage changing and transporting laundry/ linen</i>	10	15	-	10
PC5. prepare bed as per the type and protocols in line of organizational policy	-	-	-	-
PC6. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	-	-	-	-
PC7. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.	-	-	-	-
PC8. isolate the unclean or infected trolley or vehicle and report the same.	-	-	-	-
PC9. collect and transport clean linen avoiding cross contamination with used linen	-	-	-	-
PC10. use a trolley or vehicle specifically designated for the delivery of clean linen	-	-	-	-
PC11. transport the used linen to the designated department as per hospital policy keeping log of the daily records	-	-	-	-
PC12. segregate the blood stained linen separately and disinfect before transport	-	-	-	-
<i>Support nurse in measurement of vital parameters</i>	10	15	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use personal protective equipment & personal hygiene practices while handling linen	-	-	-	-
NOS Total	30	45	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5127
NOS Name	Provide ancillary services for supporting patient care
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	2
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Qualification Pack

HSS/N5115: Carry out last office (death care)

Description

This OS unit is about providing basic care and transferring a patients body post death.

Scope

The scope covers the following :

- Providing death care while preserving privacy and dignity of the deceased

Elements and Performance Criteria

Providing death care while preserving privacy and dignity of the deceased

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

- PC1.** attend to hygiene needs specially hair care, nail care and oral hygiene
- PC2.** close all orifices of the dead body as per organizational policy
- PC3.** attempt to close the eyes, using a small piece of clinical tape if required
- PC4.** attach identification labels/wrist bands according to local guidelines and organizational policy
- PC5.** dress the body in a gown/shroud or own clothes, as required
- PC6.** place an incontinence pad underneath to contain any soiling
- PC7.** respect the cultural/religious beliefs and personal wishes of family wherever possible
- PC8.** remove jewelry and any personal items, unless requested or advised otherwise.
- PC9.** place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician
- PC10.** ensure that appropriate records are made of any personal items left on the body or otherwise.
- PC11.** use personal protective equipment while handling the body
- PC12.** follow personal hygiene practices and protocols while providing death care

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** sensitization to the mortuary and its related operational aspects
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** professional standards and codes of practice for the area of work
- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization

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- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** the correct use of equipment and techniques to avoid inconvenience during death care
- KU11.** the use of personal protective equipment (PPE) i.e. gloves, plastic apron and surgical mask if required
- KU12.** the Standard Operating Procedures of packing the body
- KU13.** the correct method of labelling the body
- KU14.** basic structure and function of the body systems and associated structures
- KU15.** the hazards and risks associated with handling medical samples, precautions to be taken during transfer

Generic Skills (GS)

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

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals
- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS9.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS10.** be sensitive to potential cultural differences
- GS11.** maintain confidentiality
- GS12.** respect the rights of the patient(s)
- GS13.** seek the help of nurse for solving the problem if there is an unusual finding
- GS14.** use the existing experience for improving the comfort during process

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing death care while preserving privacy and dignity of the deceased</i>	18	30	-	16
PC1. attend to hygiene needs specially hair care, nail care and oral hygiene	-	-	-	-
PC2. close all orifices of the dead body as per organizational policy	-	-	-	-
PC3. attempt to close the eyes, using a small piece of clinical tape if required	-	-	-	-
PC4. attach identification labels/wrist bands according to local guidelines and organizational policy	-	-	-	-
PC5. dress the body in a gown/shroud or own clothes, as required	-	-	-	-
PC6. place an incontinence pad underneath to contain any soiling	-	-	-	-
PC7. respect the cultural/religious beliefs and personal wishes of family wherever possible	-	-	-	-
PC8. remove jewelry and any personal items, unless requested or advised otherwise.	-	-	-	-
PC9. place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician	-	-	-	-
PC10. ensure that appropriate records are made of any personal items left on the body or otherwise.	-	-	-	-
PC11. use personal protective equipment while handling the body	-	-	-	-
PC12. follow personal hygiene practices and protocols while providing death care	-	-	-	-
NOS Total	18	30	-	16

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5115
NOS Name	Carry out last office (death care)
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQF Clearance Date	31/01/2024

Qualification Pack

HSS/N5128: Provide care to patient with diverse needs at home settings

Description

This OS unit is about effectively communicating with patients and their carers, helping patients to cope with changes to their health and well-being and working in partnership with patients and their carers, to implement interventions in the context of their agreed individualized care plans to reduce their risk of falls. This NOS applies to perform duties in home setting/community.

Scope

The scope covers the following :

- Effectively communication with patient and their carer
- Helping and monitoring patient to cope up with changes to their health and well being
- Implementing the interventions in context of individualized care plan

Elements and Performance Criteria

Effectively communicating with patient and their carers

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

- PC1.** introduce oneself to the patient and their carers, and provide all the relevant information necessary to begin working with them and establish a rapport with them
- PC2.** ensure that the patient and their carers are made to feel comfortable, and that they understand that their needs are important and are being addressed
- PC3.** discuss with patient and their carers their own role and responsibilities for the care of the patient
- PC4.** encourage the patient and their carers to ask questions and respond sensitively to any concerns
- PC5.** respect the human rights of the patient and their carers
- PC6.** provide clear information on how to contact the service to obtain assistance if required
- PC7.** identify any communication differences that exist, and try to address them
- PC8.** discuss the purpose of communication with the patient and their carers, and identify their preferred ways of communicating
- PC9.** confirm with the patient who they wish to be involved in the communication
- PC10.** keep the patient and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes
- PC11.** records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information.

Helping and monitoring patients to cope up with changes to their health and well-being

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

- PC12.** an informed consent of the patient for the actions undertaken on their behalf, and agree on the information which may be passed to others
- PC13.** information from the patients and their carers on the way in which the patient's needs are being met

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- PC14.** identify any areas where support for the patient can be improved
- PC15.** identify and prioritize actions required if the patients needs are not being appropriately addressed
- PC16.** any concerns that cannot be resolved in an appropriate way to appropriate people
- PC17.** explore with the patient the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about these changes
- PC18.** explain clearly to the patients and their carers, the reasons for the changes to their health and well-being and the consequences arising from them
- PC19.** ensure that all the relevant agencies are provided with the information they need to help the patient and their carers to cope with the change process
- PC20.** the patients and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved
- PC21.** ensure that all the appropriate people are encouraged to provide feedback on how the patients and their carers are coping with change
- PC22.** enable patients with mental retardation by providing enough support and care
- PC23.** provide post natal care to the new mother and the baby as directed by the physician

Implementing the interventions in context of individualized care plans

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

- PC24.** explore the needs and expectations of the patient and his/her goals for the intervention
- PC25.** identify current or previous interventions that the patient may have experienced and the immediate requirements of his/her individualized care plan
- PC26.** arrangements for the intervention that are consistent with the patients priority and his/her specific requirements
- PC27.** ensure the environment used for the intervention is suitable, and that the privacy and dignity of the patient is protected
- PC28.** PC28. implement the intervention in a safe and effective manner, using evidence-based practices and processes
- PC29.** implement the intervention in a manner that is consistent with thepatients needs and specific requirements, and encourage theireffective participation
- PC30.** minimize any discomfort to the patient within the constraints imposed by the intervention method
- PC31.** encourage the carers to give appropriate support to the patient throughout the intervention
- PC32.** monitor the effects of the intervention on the patient throughout the process, and identify any indications of increased risk
- PC33.** take appropriate action where the effects of the intervention are not as beneficial as expected
- PC34.** work in partnership with the patient and his/her carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** the legislation which relates to working with patients including health and safety, confidentiality and information sharing, provision of services, rights of patients, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach
- KU2.** how to interpret and apply legislation to the work being undertaken
- KU3.** the professional standards and codes of practice for his/her area of work
- KU4.** within patients services and how to interpret and apply these
- KU5.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU6.** the nature, aims, objectives, values, policies and systems of the organization
- KU7.** the nature, extent and boundaries of his/her work role and relationship to others in the organization
- KU8.** basic structure and function of the healthcare system in the country
- KU9.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU10.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU11.** the methods of obtaining valid consent and how to confirm that sufficient information has been provided on which to base this judgment
- KU12.** the actions to take if the patient withdraws his/her consent
- KU13.** how to recognize when individuals are not able to exercise their rights to make informed choices
- KU14.** the legal framework for taking decisions for, or acting on behalf of, an patient without capacity
- KU15.** the situations when consent may not be required (e.g. under relevant mental health legislation)
- KU16.** how to deal with issues of confidentiality and who has the right of access to information that has been recorded
- KU17.** why it is important to clarify with the patient whether they need and have carers, and to confirm with the patient whether they accept their carers and whether they have any say over their care
- KU18.** how to effectively communicate with patients and their carers
- KU19.** the possible impact of the ageing process on patient's communication needs (e.g. vision impairment, hearing impairment, cognitive impairment, speech and language difficulties, confusion and dysphasia)
- KU20.** the ways in which carers should be involved in communication in order to deliver the most effective outcome for the patient
- KU21.** the type of communication and relationship difficulties that may occur with and between patients and their carers, and how to overcome them
- KU22.** the importance of working in a facilitating and enabling way
- KU23.** the importance of focusing on the patient as an individual
- KU24.** the importance of respecting the different backgrounds and values of patients and their carers
- KU25.** how to present information in appropriate ways for different people

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- KU26.** the effects of environments and contexts on communication (particularly institutional settings)
- KU27.** the ways in which communication can be modified for different needs, contexts and beliefs
- KU28.** the main issues, debates and policies relating to the health and wellbeing of patients
- KU29.** evidence-based practice, and its role in improving services
- KU30.** the main trends and changes relating to the health and well-being of patients
- KU31.** the ageing process and how it may affect the needs of patients
- KU32.** the main health conditions that may affect people as they age
- KU33.** the important distinction between chronological ageing and age-related conditions
- KU34.** the drugs and interventions used to manage the main age-related conditions and the effects of these interventions on the overall health and well-being of individuals
- KU35.** how to seek advice on conditions and drugs
- KU36.** the impact of social relationships and environment on the health and well-being of patients
- KU37.** how the needs of patients may affect others
- KU38.** the importance of being alert to signs of possible abuse or harm to patients
- KU39.** what to do if you suspect a patient may be the victim of abuse or neglect
- KU40.** the intrinsic and extrinsic factors associated with falls and the relative impact of these factors
- KU41.** the possible physical and psychological effects of falls on patients and those who care for them
- KU42.** the effective interventions for minimizing and managing the risk of falls
- KU43.** the medical conditions that increase the risk of falls
- KU44.** the importance of prompt diagnosis and treatment of underlying medical problems
- KU45.** the factors affecting patient's lifestyles, which in-turn can affect their risk of falls
- KU46.** the measures that can be taken by patients and their carers to prevent falls
- KU47.** how to ensure effective delivery of interventions as part of a coordinated, comprehensive and non-stigmatizing service for patients
- KU48.** the previous and present interventions that the patient may have experienced
- KU49.** the purpose of establishing agreed goals for the intervention at the start
- KU50.** the ways in which personal beliefs and preferences, including cultural or religious beliefs, may affect the intervention options open to individuals
- KU51.** how to identify the levels of understanding that patients and their carers have of the proposed interventions and any possible side effects
- KU52.** the importance of encouraging patients and their carers to ask questions, seek advice and express any concerns about interventions
- KU53.** the roles which patients and their carers need to take if the interventions are to be successful, and how to explain and agree these with them
- KU54.** the necessary information to be shared, and how to make sure that the patients and their carers are clear about this
- KU55.** the environments in which interventions take place and the assessment of risk
- KU56.** how to prepare equipment, materials, work area, and himself/herself for the interventions
- KU57.** methods of using different interventions within the area of practice

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- KU58.** how each interventions may be modified to make it consistent with evidenced-based practice to achieve a successful outcome
- KU59.** methods of encouraging patients and their carers to work as active partners in implementing the intervention
- KU60.** methods of enabling the patient to be as comfortable as possible and maintaining their dignity and privacy, given the constraints of the particular intervention and the setting
- KU61.** the particular risks related to specific interventions
- KU62.** how to monitor the effect of different interventions and evaluate their efficacy
- KU63.** the methods of establishing when interventions should be halted
- KU64.** when to seek advice and refer to other professionals
- KU65.** the local protocols for accessing, consulting and referral to other professionals
- KU66.** how to complete and structure records and reports so that they contain all of the essential information suitable for others to use

Generic Skills (GS)

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

- GS1.** read the instructions
- GS2.** write the information to be communicated in an understandable manner
- GS3.** record the non-verbal cues during communication
- GS4.** interact with the patient and their carers
- GS5.** communicate with the patient
- GS6.** use the types of communication aids that are used in patients services
- GS7.** interpret an individual's feelings, beliefs and values can affect the communication process
- GS8.** the importance of taking into account cultural differences as part of the communication process

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effectively communicating with patient and their carers</i>	10	15	-	20
PC1. introduce oneself to the patient and their carers, and provide all the relevant information necessary to begin working with them and establish a rapport with them	-	-	-	-
PC2. ensure that the patient and their carers are made to feel comfortable, and that they understand that their needs are important and are being addressed	-	-	-	-
PC3. discuss with patient and their carers their own role and responsibilities for the care of the patient	-	-	-	-
PC4. encourage the patient and their carers to ask questions and respond sensitively to any concerns	-	-	-	-
PC5. respect the human rights of the patient and their carers	-	-	-	-
PC6. provide clear information on how to contact the service to obtain assistance if required	-	-	-	-
PC7. identify any communication differences that exist, and try to address them	-	-	-	-
PC8. discuss the purpose of communication with the patient and their carers, and identify their preferred ways of communicating	-	-	-	-
PC9. confirm with the patient who they wish to be involved in the communication	-	-	-	-
PC10. keep the patient and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes	-	-	-	-
PC11. records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information.	-	-	-	-
<i>Helping and monitoring patients to cope up with changes to their health and well-being</i>	10	15	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. an informed consent of the patient for the actions undertaken on their behalf, and agree on the information which may be passed to others	-	-	-	-
PC13. information from the patients and their carers on the way in which the patient's needs are being met	-	-	-	-
PC14. identify any areas where support for the patient can be improved	-	-	-	-
PC15. identify and prioritize actions required if the patients needs are not being appropriately addressed	-	-	-	-
PC16. any concerns that cannot be resolved in an appropriate way to appropriate people	-	-	-	-
PC17. explore with the patient the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about these changes	-	-	-	-
PC18. explain clearly to the patients and their carers, the reasons for the changes to their health and well-being and the consequences arising from them	-	-	-	-
PC19. ensure that all the relevant agencies are provided with the information they need to help the patient and their carers to cope with the change process	-	-	-	-
PC20. the patients and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved	-	-	-	-
PC21. ensure that all the appropriate people are encouraged to provide feedback on how the patients and their carers are coping with change	-	-	-	-
PC22. enable patients with mental retardation by providing enough support and care	-	-	-	-
PC23. provide post natal care to the new mother and the baby as directed by the physician	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implementing the interventions in context of individualized care plans</i>	10	-	-	-
PC24. explore the needs and expectations of the patient and his/her goals for the intervention	-	-	-	-
PC25. identify current or previous interventions that the patient may have experienced and the immediate requirements of his/her individualized care plan	-	-	-	-
PC26. arrangements for the intervention that are consistent with the patients priority and his/her specific requirements	-	-	-	-
PC27. ensure the environment used for the intervention is suitable, and that the privacy and dignity of the patient is protected	-	-	-	-
PC28. PC28. implement the intervention in a safe and effective manner, using evidence-based practices and processes	-	-	-	-
PC29. implement the intervention in a manner that is consistent with the patients needs and specific requirements, and encourage their effective participation	-	-	-	-
PC30. minimize any discomfort to the patient within the constraints imposed by the intervention method	-	-	-	-
PC31. encourage the carers to give appropriate support to the patient throughout the intervention	-	-	-	-
PC32. monitor the effects of the intervention on the patient throughout the process, and identify any indications of increased risk	-	-	-	-
PC33. take appropriate action where the effects of the intervention are not as beneficial as expected	-	-	-	-
PC34. work in partnership with the patient and his/her carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset	-	-	-	-
NOS Total	30	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5128
NOS Name	Provide care to patient with diverse needs at home settings
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	5.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

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

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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	-	-	-	-

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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

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- 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)

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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	-	-	-	-

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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:

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- 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

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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	-	-	-	-

Qualification Pack

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

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

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

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

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

Complying with an effective infection control protocols

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

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

Qualification Pack

PC15. maintain and store cleaning equipment

PC16. report and deal with spillages and contamination in accordance with current legislation and procedures

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

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

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

PC18. cover cuts and abrasions with waterproof dressings and change as necessary

PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact

PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant up-to-date information on health, safety, and security that applies to the organization

KU2. organizations emergency procedures and responsibilities for handling hazardous situations

KU3. person(s) responsible for health, safety, and security in the organization

KU4. good personal hygiene practice including hand care

KU5. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

KU6. the importance to adhere to the organizational and national waste management principles and procedures

KU7. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these

KU8. the required actions and reporting procedures for any accidents, spillages and contamination involving waste

KU9. the requirements of the relevant external agencies involved in the transport and receipt of your waste

KU10. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment

KU11. The current national legislation, guidelines, local policies and protocols which affect work practice

KU12. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others

KU13. identification and management of infectious risks in the workplace

KU14. aspects of infectious diseases including opportunistic organisms & pathogens

KU15. basic microbiology including bacteria and bacterial spores, fungi, viruses

KU16. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition

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- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	3	10
PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	-	-	-	-
PC2. store clinical or related waste in an area that is accessible only to authorized persons	-	-	-	-
PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	5	10
PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control	-	-	-	-
PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization	-	-	-	-
PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate	-	-	-	-
PC7. follow protocols for care following exposure to blood or other body fluids as required	-	-	-	-
PC8. remove spills in accordance with the policies and procedures of the organization	-	-	-	-
PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	-	-	-	-
PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work	-	-	-	-
PC11. confine records, materials and medicaments to a well designated clean zone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a well designated contaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	5	10
PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	-	-	-	-
PC18. cover cuts and abrasions with waterproof dressings and change as necessary	-	-	-	-
PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	-	-	-	-
PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	-	-	-	-
NOS Total	21	-	13	30

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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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

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- 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

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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	-	-

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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	-	-	-	-

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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/N5129: Post-natal care to new mothers and routine care to the new born

Description

This OS unit is about assisting mothers during post natal & to provide routine care to new born in the home setting.

Scope

The scope covers the following :

- Provide routine care to new mothers and new born
- Provide appropriate therapy as per the delivery process of mother & record the status
- Implement interventions to prioritize safety of mother & new born while giving therapies

Elements and Performance Criteria

Provide routine care to new mothers and new born

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

- PC1.** assist mothers in activities of daily living as per the case (normal delivery or c section)
- PC2.** use standard precautions and protocols while assisting mothers in bathing, grooming, dressing up, feeding and maintaining normal elimination
- PC3.** counsel and provide support for exclusive breastfeeding and its techniques
- PC4.** ensure maintaining privacy
- PC5.** ensure to carry out umbilicus care of new born
- PC6.** use standard precautions and protocols for the care of new born in activities of daily living
- PC7.** ensure exposure of child to direct sunlight as per standard protocol
- PC8.** assist mothers during medicine intake by the infant
- PC9.** ensure appropriate clothing of the baby as per ambient temperature
- PC10.** help the new mother in learning baby routine procedures e.g. nappy change etc.

Provide appropriate therapy as per the delivery process of mother & record the status

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

- PC11.** help the new mother in taking medicines
- PC12.** make routine observations (temperature, pulse, blood pressure, breathing, etc.)
- PC13.** ensure availability of items/articles required for therapy session
- PC14.** facilitate post natal massage session for the mother based on the type of delivery
- PC15.** record the status of the therapy provided
- PC16.** inform about any unusual signs or symptoms post massage immediately to the new mother or the closest family member

implement interventions to prioritize safety of mother & new born while giving therapies

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

Qualification Pack

- PC17.** ensure massage session for mother and baby are being given in a closed and warm room/environment
- PC18.** ensure safety of the baby by removing all obstacles from the place therapy is being provided
- PC19.** ensure creating a hygienic & safe environment for the new mother and baby
- PC20.** ensure timely implementation of daily routine activities
- PC21.** educate family on new mother and new-borns safety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** the legislation which relates to working with patients including health and safety, confidentiality and information sharing, provision of services, rights of patients, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach
- KU3.** how to interpret and apply legislation to the work being undertaken
- KU4.** the professional standards and codes of practice for his/her area of work within patient's services and how to interpret and apply these
- KU5.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU6.** the policies, protocols for working in a home setting
- KU7.** the nature, extent and boundaries of his/her work role and relationship to others in the organization
- KU8.** basic structure and function of the healthcare system in the country
- KU9.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of highquality and innovative services
- KU10.** how to wash hands and maintain hygiene to prevent spread of infections
- KU11.** how to clean the new born including skin, umbilicus
- KU12.** how to drape & undrape the new born
- KU13.** universal immunization schedule
- KU14.** kangaroo mother care process
- KU15.** efficient breastfeeding techniques
- KU16.** how to provide complete bed bath, partial bed bath or tub bath the patient
- KU17.** how to perform back rub
- KU18.** how to provide sitz bath
- KU19.** precautions to be taken while providing care to mother delivered normally & who underwent C-section delivery
- KU20.** how to handle a new born
- KU21.** ensure bathing & cleaning body of new born appropriately should be delayed until 24 hours after birth.
- KU22.** basic structure and function of the body system and associated component
- KU23.** process, condition & resources required by the body to support healthy functioning

Qualification Pack

Generic Skills (GS)

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

- GS1.** read the instructions
- GS2.** write the information to be communicated in an understandable manner
- GS3.** record the non-verbal cues during communication
- GS4.** interact with the patient and their carers
- GS5.** use the types of communication aids that are used in patients services
- GS6.** communicate effectively with patients and their carers
- GS7.** apply best practices in existing processes to drive improvements
- GS8.** plan the schedule time & organize the same with other team members if they are needed
- GS9.** all activities to be performed keeping in consideration with patient benefits
- GS10.** that if there is an unusual finding than seek the help of supervisor for solving the problem
- GS11.** use the existing experience for improving the comfort during process
- GS12.** apply, analyze and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide routine care to new mothers and new born</i>	10	15	5	11
PC1. assist mothers in activities of daily living as per the case (normal delivery or c section)	-	-	-	-
PC2. use standard precautions and protocols while assisting mothers in bathing, grooming, dressing up, feeding and maintaining normal elimination	-	-	-	-
PC3. counsel and provide support for exclusive breastfeeding and its techniques	-	-	-	-
PC4. ensure maintaining privacy	-	-	-	-
PC5. ensure to carry out umbilicus care of new born	-	-	-	-
PC6. use standard precautions and protocols for the care of new born in activities of daily living	-	-	-	-
PC7. ensure exposure of child to direct sunlight as per standard protocol	-	-	-	-
PC8. assist mothers during medicine intake by the infant	-	-	-	-
PC9. ensure appropriate clothing of the baby as per ambient temperature	-	-	-	-
PC10. help the new mother in learning baby routine procedures e.g. nappy change etc.	-	-	-	-
<i>Provide appropriate therapy as per the delivery process of mother & record the status</i>	7	10	5	10
PC11. help the new mother in taking medicines	-	-	-	-
PC12. make routine observations (temperature, pulse, blood pressure, breathing, etc.)	-	-	-	-
PC13. ensure availability of items/articles required for therapy session	-	-	-	-
PC14. facilitate post natal massage session for the mother based on the type of delivery	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. record the status of the therapy provided	-	-	-	-
PC16. inform about any unusual signs or symptoms post massage immediately to the new mother or the closest family member	-	-	-	-
<i>implement interventions to prioritize safety of mother & new born while giving therapies</i>	12	-	5	10
PC17. ensure massage session for mother and baby are being given in a closed and warm room/environment	-	-	-	-
PC18. ensure safety of the baby by removing all obstacles from the place therapy is being provided	-	-	-	-
PC19. ensure creating a hygienic & safe environment for the new mother and baby	-	-	-	-
PC20. ensure timely implementation of daily routine activities	-	-	-	-
PC21. educate family on new mother and new-borns safety	-	-	-	-
NOS Total	29	25	15	31

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5129
NOS Name	Post-natal care to new mothers and routine care to the new born
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	3
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

HSS/N5130: Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units

Description

This OS unit is about assisting nurse in performing procedures as instructed in the care plan at critical care units

Scope

The scope covers the following :

- Perform different procedures as a part of critical care management under supervision of nurse

Elements and Performance Criteria

Perform different procedures as a part of critical care management under supervision of nurse

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

- PC1.** personal protective equipment and personal hygiene during procedures
- PC2.** ensure equipment being used for the procedure are clean/sterile
- PC3.** perform the procedure as instructed by the nurse/physician
- PC4.** assist nurse during wound management
- PC5.** measure intake and output & record it
- PC6.** provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol
- PC7.** assist nurse during sample collections such as urine, sputum, blood, stool, etc.
- PC8.** assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients
- PC9.** assist nurse during daily checking & care of defibrillators with algorithm
- PC10.** assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed
- PC11.** assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services
- KU4.** basic steps in prevention of surgical site infection
- KU5.** chances to witness all the different line insertion and to understand the area of placement of the line to have better knowledge, applied during the care.

Qualification Pack

- KU6.** documentation as an when needed
- KU7.** operation of selected equipment used in the unit
- KU8.** how to demonstrate hands on practice in these areas to gain confidence
- KU9.** multiple opportunities to expose such type of patients to be familiarized in this area.
- KU10.** basic structure and function of the body system and associated component
- KU11.** process, condition & resources required by the body to support healthy functioning
- KU12.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

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

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** how to plan the procedure under the guidance of nurse
- GS5.** the errors occurring during the procedure and seek the help of nurse for solving the problem

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform different procedures as a part of critical care management under supervision of nurse</i>	29	25	15	31
PC1. personal protective equipment and personal hygiene during procedures	-	-	-	-
PC2. ensure equipment being used for the procedure are clean/sterile	-	-	-	-
PC3. perform the procedure as instructed by the nurse/physician	-	-	-	-
PC4. assist nurse during wound management	-	-	-	-
PC5. measure intake and output & record it	-	-	-	-
PC6. provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol	-	-	-	-
PC7. assist nurse during sample collections such as urine, sputum, blood, stool, etc.	-	-	-	-
PC8. assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients	-	-	-	-
PC9. assist nurse during daily checking & care of defibrillators with algorithm	-	-	-	-
PC10. assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed	-	-	-	-
PC11. assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc	-	-	-	-
NOS Total	29	25	15	31

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5130
NOS Name	Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	3
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Qualification Pack

HSS/N5131: Assist in dialysis machine set-up and reprocessing of dialyzers

Description

This OS unit is about assisting nurse/technician for dialysis machine set-up and reprocessing of dialyzers in dialysis unit/department

Scope

The scope covers the following :

- Setting-up of dialysis machine and reprocessing of dialyzers under supervision of nurse/technician

Elements and Performance Criteria

Setting-up of dialysis machine and reprocessing of dialyzers under supervision of nurse/technician

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

- PC1.** ensure that the dialysis unit has been sterilized after previous use
- PC2.** ensure that all the components of dialysis machine required are adequately present
- PC3.** assemble and check the extracorporeal circuit parts
- PC4.** maintain patients privacy
- PC5.** drape the patient such that it facilitates connecting the patient to the dialysis unit
- PC6.** explain the need to dress and be placed in particular position for dialysis to patient
- PC7.** provide the appropriate linen including covering sheet depending on the patient (male, female, child)
- PC8.** clean up any spillage
- PC9.** assess when the dialysate, dialyzer or other constituents need to be replaced
- PC10.** follow standard sterilization and cleaning procedure for the unit
- PC11.** disinfect dialysis machine according to the manufacturers recommendations
- PC12.** ensure the dialysate circuit should be exposed to disinfectants
- PC13.** notice any change or distress in the patient during or after dialysis and document as per protocol
- PC14.** ensure cleaning, testing, inspecting of dialyzer and filling the dialyzer with a sterilant
- PC15.** ensure labeling, storing and rinsing of dialyzer before reuse
- PC16.** look around the RO (Reverse Osmosis) system for any visible fluid leaks
- PC17.** check and record the pressure gauge
- PC18.** check the water softener
- PC19.** measure and record the pressures before and after the water softener
- PC20.** check and record the setting for the regeneration timer.
- PC21.** check the brine tank

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services
- KU5.** basic concepts of physics, chemistry, biology, microbiology and electronics
- KU6.** how to maintain patients comfort
- KU7.** how to observe the patient during dialysis and make note of any change in blood pressure, body temperature, breathlessness or any other symptom expressed by the patient
- KU8.** how to communicate the observed changes to the doctor/ nurse/ dialysis technician
- KU9.** how to define complete patient identification
- KU10.** how to identify potential patient identification errors
- KU11.** how to maintain supplies and stocks for avoiding running out of materials before the end of the procedure
- KU12.** how to use appropriate linen including covering sheet needed depending on the patient (male, female, child)
- KU13.** how to assist in draping the patient and moving them on the bed/couch without disturbing catheters or any other iv line already in place
- KU14.** how to ensure patient comfort and privacy
- KU15.** how to document the changes / symptoms and communicate the observed changes to the doctor/nurse
- KU16.** the right person to be contacted in case patients chart / vitals are not within the prescribed limits for undertaking dialysis
- KU17.** how the machine helps to remove wastes from the blood
- KU18.** the need and procedure for calibration
- KU19.** how to sterilize the unit
- KU20.** how to check the extracorporeal circuit blood pressure alarm to ensure that it works properly before each treatment
- KU21.** assess malnutrition using anthropometric measurements, subjective global assessment etc.
- KU22.** how to perform proper monitoring of RO plants
- KU23.** AAMI standards, sampling procedure, monitoring schedules, disinfection of the water treatment system, importance of having a loop etc.
- KU24.** quality of life indicators and their measurements
- KU25.** how to measure quality of life (QOL) using EQ-5D method
- KU26.** urea kinetic modeling tool for monitoring dialysis along with other methods of measuring adequacy like STD Kt/V, E Kt/V
- KU27.** peritoneal dialysis (PD), types of PD (e.g. Apd)
- KU28.** various types of peritoneal equilibration test (PET) and their uses
- KU29.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency

Qualification Pack

Generic Skills (GS)

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

- GS1.** how to read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** how to enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** plan the procedure under the guidance of nurse
- GS5.** the error occurred during the procedure and seek the help of nurse for solving the problem

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Setting-up of dialysis machine and reprocessing of dialyzers under supervision of nurse/technician</i>	29	25	15	31
PC1. ensure that the dialysis unit has been sterilized after previous use	-	-	-	-
PC2. ensure that all the components of dialysis machine required are adequately present	-	-	-	-
PC3. assemble and check the extracorporeal circuit parts	-	-	-	-
PC4. maintain patients privacy	-	-	-	-
PC5. drape the patient such that it facilitates connecting the patient to the dialysis unit	-	-	-	-
PC6. explain the need to dress and be placed in particular position for dialysis to patient	-	-	-	-
PC7. provide the appropriate linen including covering sheet depending on the patient (male, female, child)	-	-	-	-
PC8. clean up any spillage	-	-	-	-
PC9. assess when the dialysate, dialyzer or other constituents need to be replaced	-	-	-	-
PC10. follow standard sterilization and cleaning procedure for the unit	-	-	-	-
PC11. disinfect dialysis machine according to the manufacturers recommendations	-	-	-	-
PC12. ensure the dialysate circuit should be exposed to disinfectants	-	-	-	-
PC13. notice any change or distress in the patient during or after dialysis and document as per protocol	-	-	-	-
PC14. ensure cleaning, testing, inspecting of dialyzer and filling the dialyzer with a sterilant	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. ensure labeling, storing and rinsing of dialyzer before reuse	-	-	-	-
PC16. look around the RO (Reverse Osmosis) system for any visible fluid leaks	-	-	-	-
PC17. check and record the pressure gauge	-	-	-	-
PC18. check the water softener	-	-	-	-
PC19. measure and record the pressures before and after the water softener	-	-	-	-
PC20. check and record the setting for the regeneration timer.	-	-	-	-
PC21. check the brine tank	-	-	-	-
NOS Total	29	25	15	31

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5131
NOS Name	Assist in dialysis machine set-up and reprocessing of dialyzers
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	3
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N5132: Assist woman before, during and after childbirth under guidance of healthcare team

Description

This OS unit is about assisting healthcare team in the process of parturition and giving physical assistance & emotional support to woman before, during after childbirth in a maternity center or obstetric department of healthcare organization.

Scope

The scope covers the following :

- Assist during 1st stage of labor
- Assist during 2nd and 3rd stage of labor
- Assist during 4th stage of labor

Elements and Performance Criteria

Assist during 1st stage of labor

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

- PC1.** ensure privacy of the woman
- PC2.** change clothing of woman as per organizational policy
- PC3.** collect ornaments and belongings of woman, record them and handover to concerned family member with due receipt of the same.
- PC4.** prepare part as directed for the procedure
- PC5.** encourage woman for breathing exercises as directed
- PC6.** ensure safety and hygiene of woman all the time
- PC7.** support woman during elimination, feeding and movements
- PC8.** reassure woman acting as birth support companion
- PC9.** answer any non-medical queries
- PC10.** follow infection control measures including usage of personal protective equipment and biomedical waste.
- PC11.** clean up any spillage
- PC12.** follow standard sterilization and cleaning procedure for the equipment and pre-labor room as per organizational policy.

Assist during 2nd and 3rd stage of labor

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

- PC13.** transfer the woman from pre-labor room to labor room/operation theatre
- PC14.** ensure the pre-labor checklist is filled and patient identification is done before transferring
- PC15.** give utmost care to all tubing while transferring
- PC16.** assist healthcare team during patient positioning or as and when required.
- PC17.** provide emotional support to woman and family

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Assist during 4th stage of labor

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

- PC18.** transfer the woman from labor room/operation theatre to designated room/ward
- PC19.** provide physical assistance and emotional support to mother and family post delivery
- PC20.** provide assistance during lactation
- PC21.** educate the mother about correct feeding techniques
- PC22.** educate the mother about kangaroo mother care (KMC)
- PC23.** demonstrate correct technique of covering new-born
- PC24.** provide sanitary articles to mother and assist her during changing
- PC25.** maintain cleanliness of the surroundings.
- PC26.** change the laundry/linen periodically or as and when required and discard as per organizational policy
- PC27.** empty uro-bag as and when required and measure the output
- PC28.** assist mother during dressing up, feeding, elimination, bathing and grooming
- PC29.** ensure timely removal or changing of ice bag/sand bag
- PC30.** encourage mobility of woman and support during rehabilitation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services
- KU5.** about preparing woman for birth, understanding when to go to the hospital, what to expect in the birth process, comfort techniques, breathing exercises etc.
- KU6.** how to maintain patients comfort
- KU7.** the physiology of labor and birth
- KU8.** correct feeding techniques and kangaroo mother care (KMC)
- KU9.** demonstration and application of comfort techniques
- KU10.** how to observe the patient during labor and make note of any symptom expressed by the woman
- KU11.** how to communicate the observed changes to the doctor/nurse
- KU12.** how to define complete patient identification
- KU13.** how to identify potential patient identification errors
- KU14.** how to maintain supplies and stocks for avoiding running out of materials before the end of the labor process
- KU15.** how to use appropriate linen including covering sheet, mackintosh needed

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- KU16.** how to assist in draping the patient and moving them on the bed/couch without disturbing catheters or any other iv line already in place
- KU17.** how to ensure patient comfort and privacy
- KU18.** how to document the changes / symptoms and communicate the observed changes to the doctor/nurse
- KU19.** how to wash and disinfect the surroundings and equipment
- KU20.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

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

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** how to plan the procedure under the guidance of nurse
- GS5.** identify the error occurred during the procedure and seek the help of nurse for solving the problem

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist during 1st stage of labor</i>	10	15	5	11
PC1. ensure privacy of the woman	-	-	-	-
PC2. change clothing of woman as per organizational policy	-	-	-	-
PC3. collect ornaments and belongings of woman, record them and handover to concerned family member with due receipt of the same.	-	-	-	-
PC4. prepare part as directed for the procedure	-	-	-	-
PC5. encourage woman for breathing exercises as directed	-	-	-	-
PC6. ensure safety and hygiene of woman all the time	-	-	-	-
PC7. support woman during elimination, feeding and movements	-	-	-	-
PC8. reassure woman acting as birth support companion	-	-	-	-
PC9. answer any non-medical queries	-	-	-	-
PC10. follow infection control measures including usage of personal protective equipment and biomedical waste.	-	-	-	-
PC11. clean up any spillage	-	-	-	-
PC12. follow standard sterilization and cleaning procedure for the equipment and pre-labor room as per organizational policy.	-	-	-	-
<i>Assist during 2nd and 3rd stage of labor</i>	7	10	5	10
PC13. transfer the woman from pre-labor room to labor room/operation theatre	-	-	-	-
PC14. ensure the pre-labor checklist is filled and patient identification is done before transferring	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. give utmost care to all tubing while transferring	-	-	-	-
PC16. assist healthcare team during patient positioning or as and when required.	-	-	-	-
PC17. provide emotional support to woman and family	-	-	-	-
<i>Assist during 4th stage of labor</i>	12	-	5	10
PC18. transfer the woman from labor room/operation theatre to designated room/ward	-	-	-	-
PC19. provide physical assistance and emotional support to mother and family post delivery	-	-	-	-
PC20. provide assistance during lactation	-	-	-	-
PC21. educate the mother about correct feeding techniques	-	-	-	-
PC22. educate the mother about kangaroo mother care (KMC)	-	-	-	-
PC23. demonstrate correct technique of covering new-born	-	-	-	-
PC24. provide sanitary articles to mother and assist her during changing	-	-	-	-
PC25. maintain cleanliness of the surroundings.	-	-	-	-
PC26. change the laundry/linen periodically or as and when required and discard as per organizational policy	-	-	-	-
PC27. empty uro-bag as and when required and measure the output	-	-	-	-
PC28. assist mother during dressing up, feeding, elimination, bathing and grooming	-	-	-	-
PC29. ensure timely removal or changing of ice bag/sand bag	-	-	-	-
PC30. encourage mobility of woman and support during rehabilitation	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	29	25	15	31

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5132
NOS Name	Assist woman before, during and after childbirth under guidance of healthcare team
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	3
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5125.Assist patient in maintaining the activities of daily living	60	60	60	6	186	15
HSS/N5126.Assist nurse in implementation of nursing care plan	30	20	25	15	90	10
HSS/N5106.Transferring patient within the hospital	20	20	10	12	62	5
HSS/N5112.Respond to patients call	20	20	10	10	60	5
HSS/N5113.Clean medical equipment under supervision of nurse	20	20	8	10	58	5
HSS/N5127.Provide ancillary services for supporting patient care	30	45	-	20	95	15
HSS/N5115.Carry out last office (death care)	18	30	-	16	64	5
HSS/N5128.Provide care to patient with diverse needs at home settings	30	30	-	20	80	5
HSS/N9615.Maintain interpersonal relationship with client, colleagues, and others	13	-	-	-	13	5
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	5

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	9	30	59	5
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	321	275	135	169	900	90

Elective: 1 Maternal & New Born Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5129.Post-natal care to new mothers and routine care to the new born	29	25	15	31	100	10
Total	29	25	15	31	100	10

Elective: 2 Critical Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5130.Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units	29	25	15	31	100	10
Total	29	25	15	31	100	10

Elective: 3 Dialysis

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5131.Assist in dialysis machine set-up and reprocessing of dialyzers	29	25	15	31	100	10
Total	29	25	15	31	100	10

Elective: 4 Parturition

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5132.Assist woman before, during and after childbirth under guidance of healthcare team	29	25	15	31	100	10
Total	29	25	15	31	100	10

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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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.