Qualification Pack

Central Sterile Service Department (CSSD) Assistant

QP Code: HSS/Q6201

Version: 3.0

NSQF Level: 4

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Contents

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

Brief Job Description

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

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HSS/N6201: Facilitate effective cleaning functions in CSSD

2. HSS/N6202: Facilitate effective functioning of steam sterilizer

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

4. HSS/N6204: Sterilize loads of CSSD

5. HSS/N6205: Facilitate effective low temperature sterilizer function

6. HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others

7. HSS/N9616: Maintain professional & medico-legal conduct

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

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

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

Qualification Pack (QP) Parameters

Sector	Healthcare

Qualification Pack

Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
Country	India
NSQF Level	4
Credits	49
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2269.0700
Minimum Educational Qualification & Experience	12th grade Pass with NA of experience OR Completed 2nd year of the 3-year diploma after 10 with NA of experience OR 10th grade pass with 2 Years of experience relevant experience OR 11th grade pass with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience with 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	12th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	28/07/2025
NSQC Approval Date	28/07/2022
Version	3.0
Reference code on NQR	QG-04-HE-00652-2023-V1.1-HSSC
NQR Version	1.1

Remarks:

NA

HSS/N6201: Facilitate effective cleaning functions in CSSD

Description

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

Scope

The scope covers the following :

- Follow procedures for the purchase of washer-disinfectors, batch and conveyor
- Complete commissioning
- Continually monitor compliance
- Monitor printouts
- Monitor chemical dosing systems
- Monitor quality of metal instrument surface

Elements and Performance Criteria

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

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

PC1. source standards for mechanical washer-disinfectors

PC2. determine the type of mechanical cleaning equipment required, utilising the facility work load and types of surgery performed

PC3. source local regulations and water quality information for mechanical washer-disinfector use

PC4. coordinate for site inspection prior to installation for correct plumbing, ventilation and floor levels

Complete commissioning

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

PC5. determine the criteria for installation, operational and performance qualification of mechanical cleaning equipment in conjunction with manufacturer and organization policies

PC6. ensure criteria determined include the quality of water hardness and verification of cleaning efficiency

PC7. coordinate to ensure that documentation for installation qualification is completed by the designated personnel

PC8. coordinate to ensure documentation for operational qualification are completed by designated personnel

Continually monitor compliance

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

PC9. complete a risk analysis to determine the type of continual monitoring to be done to ensure annual performance qualification (PQ) results and parameters are achieved

PC10. develop a monitoring program to ensure annual PQ results and parameters are achieved

PC11. complete a program for annual PQ, troubleshooting non-compliance

Monitor printouts

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

PC12. identify the range of programs and cycle parameter for different types of washer-disinfectors

PC13. determine documentation required for printouts, in compliance with standards

Monitor chemical dosing systems

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

PC14. select chemicals in accordance with instructions from manufacturer of mechanical cleaning equipment

PC15. determine chemical dosing levels in line with instructions from supplier of chemicals, equipment manufacturer and the quality of water hardness

PC16. apply appropriate methods for chemical dosing

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

Monitor quality of metal instrument surface

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

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

PC19. take appropriate corrective action as required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

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

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

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

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

KU6. documentation required for printouts, in compliance with standards

KU7. documentation requirements for installation and operational qualification

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

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

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

KU11. relevant infection prevention guidelines

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

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

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

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

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

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

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

Generic Skills (GS)

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

GS1. ensure documentation is complete and accurate

GS2. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals

GS3. demonstrate communication skills as required by specific work role

GS4. demonstrate active listening skills

GS5. interpret and follow verbal and/or written instructions

GS6. report incidents in line with organisation requirements

GS7. discuss task lists, schedules, and work-loads with co-workers

GS8. send and receive message accurately

GS9. make decisions pertaining to the concerned area of work

GS10. select and use personal protection equipment

GS11. organise own workload in accordance with supervisor requirements

GS12. apply knowledge of the importance of cleaning as a contribution to client safety

GS13. apply problem solving skills - to use available resources and prioritise workload and troubleshoot (e.g. re non-compliance)

GS14. monitor printouts and take corrective action to address deviations outside verified cycle parameters

GS15. monitor quality of metal instrument surface and take corrective action as required

GS16. analyse workplace information to determine mechanical cleaning equipment requirements

GS17. source and apply information and methods and testing for chemical dosing

GS18. source and interpret information and standards relating to cleaning equipment

GS19. source and interpret local regulations and water quality information

GS20. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources

GS21. test effectiveness of the cleaning process and determine acceptability of test results

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow procedures for the purchase of washer-disinfectors, batch and conveyor	**10**	-	**5**	**5**
PC1. source standards for mechanical washer-disinfectors	-	-	-	-
PC2. determine the type of mechanical cleaning equipment required, utilising the facility work load and types of surgery performed	-	-	-	-
PC3. source local regulations and water quality information for mechanical washer-disinfector use	-	-	-	-
PC4. coordinate for site inspection prior to installation for correct plumbing, ventilation and floor levels	-	-	-	-
Complete commissioning	**7**	-	**5**	**5**
PC5. determine the criteria for installation, operational and performance qualification of mechanical cleaning equipment in conjunction with manufacturer and organization policies	-	-	-	-
PC6. ensure criteria determined include the quality of water hardness and verification of cleaning efficiency	-	-	-	-
PC7. coordinate to ensure that documentation for installation qualification is completed by the designated personnel	-	-	-	-
PC8. coordinate to ensure documentation for operational qualification are completed by designated personnel	-	-	-	-
Continually monitor compliance	**10**	-	**5**	**5**
PC9. complete a risk analysis to determine the type of continual monitoring to be done to ensure annual performance qualification (PQ) results and parameters are achieved	-	-	-	-
PC10. develop a monitoring program to ensure annual PQ results and parameters are achieved	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. complete a program for annual PQ, troubleshooting non-compliance	-	-	-	-
Monitor printouts	**7**	**-**	**5**	**5**
PC12. identify the range of programs and cycle parameter for different types of washer-disinfectors	-	-	-	-
PC13. determine documentation required for printouts, in compliance with standards	-	-	-	-
Monitor chemical dosing systems	**10**	**-**	**5**	**5**
PC14. select chemicals in accordance with instructions from manufacturer of mechanical cleaning equipment	-	-	-	-
PC15. determine chemical dosing levels in line with instructions from supplier of chemicals, equipment manufacturer and the quality of water hardness	-	-	-	-
PC16. apply appropriate methods for chemical dosing	-	-	-	-
PC17. use appropriate testing methods to determine the correct dosing for mechanical cleaning chemicals	-	-	-	-
Monitor quality of metal instrument surface	**10**	**-**	**5**	**5**
PC18. check washer-disinfector loading for the risk of electro-chemical (galvanic) action on dissimilar metals	-	-	-	-
PC19. take appropriate corrective action as required	-	-	-	-
NOS Total	**54**	**-**	**30**	**30**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6201
NOS Name	Facilitate effective cleaning functions in CSSD
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

HSS/N6202: Facilitate effective functioning of steam sterilizer

Description

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

Scope

The scope covers the following :

- Contribute to planning preventative maintenance for steam sterilizers
- Maintain records
- Contribute to organization and operational policies and procedures
- Liaise with maintenance personnel/technicians
- Complete validation processes

Elements and Performance Criteria

Contribute to planning preventative maintenance for steam sterilizers

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

PC1. ensure maintenance schedules are met with regard to standards

PC2. apply practice standards to monitor processes of the sterilisation cycle

PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle

PC4. manage trouble shooting for steriliser failure (eg. wet loads), using a multidisciplinary approach and including investigation of defects and failures

PC5. ensure planned maintenance schedules are met with regard to standards

PC6. take action where discrepancies are identified to facilitate repair

PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle

PC8. liaise with engineering and technical services departments and companies

PC9. initiate change processes when required

Maintain records

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

PC10. complete records of results of monitoring, according to organisation policies and procedures

PC11. complete records of all equipment maintenance and repair

Contribute to organization and operational policies and procedures

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

PC12. review and analyse international industry best practice in relation to steam sterilisers

PC13. provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice

PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures

PC15. maintain literature and manufacturer's information relevant to the effectiveness of sterilisation processes

Liaise with maintenance personnel/technicians

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

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

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

PC18. identify circumstances in which maintenance personnel should be summoned

Complete validation processes

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

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

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

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

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

KU6. air detector function, operation, adjustment and testing

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

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

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

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

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

KU12. methods used to audit machine performance and report discrepancies

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

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

KU15. relevant regulatory guidelines for sterilising services

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

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

KU18. infection prevention guidelines, especially in relation to the care of reusable medical equipment

KU19. the legal responsibilities of health care providers in relation to confidentiality, client rights, duty of care and implications of negligence

KU20. steriliser construction and operation such as steam quality, pre-vacuum steam steriliser, load retaining device, chamber cleaning accessories, water quality (feed and service), steam source, reticulation, trapping, solenoids, drain lines, air removal pumps, vacuum pump, steris operational parameters, etc. Hydrogen Peroxide plasma operational parameters etc

KU21. investigation of defects and failures such as defects in lagging, steam traps and gradient of pipes, Total Dissolved Solids (TDS) in boiler, pressure failure, assembly and packaging failure

KU22. monitoring and accessory equipment such as performance qualification equipment, superheat , thermocouple equipment, physical parametric process recorders, including printouts and graphics and chart recorders, external/internal chemical indicators, biological indicators and incubators, and enzymatic indicators, process challenge devices, performance qualification equipment, including thermo-coupling devices, leak rate test,bowie Dick type air removal test

Generic Skills (GS)

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

GS1. ensure documentation is complete and accurate

GS2. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals

GS3. demonstrate communication skills as required by specific work role

GS4. demonstrate active listening skills

GS5. interpret and follow verbal and/or written instructions

GS6. report incidents in line with organisation requirements

GS7. discuss task lists, schedules, and work-loads with co-workers

GS8. send and receive message accurately

GS9. make decisions pertaining to the concerned area of work

GS10. select and use personal protection equipment

GS11. prepare, operate, load and unload sterilisers

GS12. organise own workload in accordance with supervisor requirements

GS13. address relevant HSE, infection control and manual handling requirements

GS14. use and monitor low temperature sterilizers (peracetic acid and hydrogen peroxide plasma), including loading and operation, physical, chemical and biological monitoring, maintenance by operators, liaison with service contractors

GS15. use methods to audit machine performance

GS16. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources

GS17. apply knowledge of the importance of cleaning as a contribution to client safety

GS18. apply problem solving skills - to use available resources and prioritise workload and troubleshoot

GS19. monitor printouts and take corrective action to address deviations outside verified cycle parameters

GS20. monitor quality of metal instrument surface and take corrective action as required

GS21. analyse workplace information to determine mechanical cleaning equipment requirements

GS22. source and apply information, methods and testing for chemical dosing

GS23. source and interpret information and standards relating to cleaning equipment

GS24. source and interpret local regulations and water quality information

GS25. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources

GS26. test effectiveness of the cleaning process and determine acceptability of test results

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Contribute to planning preventative maintenance for steam sterilizers	**11**	**-**	**5**	**15**
PC1. ensure maintenance schedules are met with regard to standards	-	-	-	-
PC2. apply practice standards to monitor processes of the sterilisation cycle	-	-	-	-
PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle	-	-	-	-
PC4. manage trouble shooting for steriliser failure (eg. wet loads), using a multidisciplinary approach and including investigation of defects and failures	-	-	-	-
PC5. ensure planned maintenance schedules are met with regard to standards	-	-	-	-
PC6. take action where discrepancies are identified to facilitate repair	-	-	-	-
PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle	-	-	-	-
PC8. liaise with engineering and technical services departments and companies	-	-	-	-
PC9. initiate change processes when required	-	-	-	-
Maintain records	**10**	**-**	**5**	**5**
PC10. complete records of results of monitoring, according to organisation policies and procedures	-	-	-	-
PC11. complete records of all equipment maintenance and repair	-	-	-	-
Contribute to organization and operational policies and procedures	**10**	**-**	**5**	**5**
PC12. review and analyse international industry best practice in relation to steam sterilisers	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice	-	-	-	-
PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures	-	-	-	-
PC15. maintain literature and manufacturer's information relevant to the effectiveness of sterilisation processes	-	-	-	-
Liaise with maintenance personnel/technicians	**13**	**-**	**10**	**10**
PC16. liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer	-	-	-	-
PC17. liaise with maintenance personnel/ technicians to identify reasons for not using a particular steriliser	-	-	-	-
PC18. identify circumstances in which maintenance personnel should be summoned	-	-	-	-
Complete validation processes	**10**	**-**	**5**	**5**
PC19. complete validation, following installation qualification, operational qualification and performance qualification processes	-	-	-	-
PC20. complete documentation requirements as required by organisational policies and procedures	-	-	-	-
NOS Total	**54**	**-**	**30**	**40**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6202
NOS Name	Facilitate effective functioning of steam sterilizer
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

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

Description

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

Scope

The scope covers the following :

- Maintain, monitor and record stock levels of reusable medical devices and packing material
- Manage maintenance of reusable medical devices
- Provide information about the care of reusable medical equipment
- Facilitate monitoring and maintenance requirements

Elements and Performance Criteria

Maintain, monitor and record stock levels of reusablemedical devices and packing material

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

PC1. maintain a record of usage as per agreed stock levels

PC2. identify stock requirements against usage trends, availability and organisation policies and guidelines

PC3. monitor quality of stock and storage condition, including temperature, light, humidity, pest control and stock organisation

PC4. check the quality of new reusable medical devices and packaging material at time of delivery

PC5. replenish stocks of reusable medical devices and packaging material in order to meet demand

PC6. prepare maintenance schedules in compliance with operational requirements and manufacturers' guidelines

PC7. maintain practices that monitor all aspects of reprocessing in compliance with operational requirements and manufacturers' guidelines

PC8. analyse data collected for monitoring and maintenance

PC9. complete records of results of monitoring, according to organisational policies and procedures

PC10. complete records of all equipment maintenance and repair

PC11. archive records to address legislative requirements

PC12. maintain, evaluate and act upon non-compliance records and reports

PC13. manage recall processes

Manage maintenance of reusable medical devices

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

PC14. conduct random inspections of all reusable medical devices

PC15. organise and monitor repair of reusable medical devices when it is beyond the scope of the department or organisation

PC16. maintain a maintenance and repair record for medical devices

PC17. follow organisation policies and procedures when reusable medical devices are beyond maintenance and repair

Provide information about the care of reusable medical equipment

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

PC18. develop material to assist sterilisation staff to care for reusable medical devices compliant with manufacturer's information

PC19. conduct training sessions with sterilisation staff in the care of reusable medical devices

PC20. maintain a register of sterilisation staff competency in the care of reusable medical devices

Facilitate monitoring and maintenance requirements

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

PC21. complete planned and regular random checks of data and tracking systems that monitor the decontamination cycle and machinery performance

PC22. take action where discrepancies are identified, including recall procedures, machinery maintenance or repair, and chemical review, in accordance with manufacturers' guidelines and organisation policies and procedures

PC23. follow practices and procedures for tracing back through the decontamination cycle to clients and users

PC24. report any issues outside sphere of responsibility and competence, without delay and according to organisation policies and procedures

PC25. follow the protocols for critical incidents and sentinel events investigation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

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

KU3. organisational procedures relating to code of practice, stock redundancy and disposal requirements of the organisation, purchasing of equipment and devices and trials for consumables

KU4. detailed knowledge of infection control principles as they affect the sterilisation work environment

KU5. detailed knowledge of instruments and associated care and maintenance requirements

KU6. organisational code of practice

KU7. hazard identification and risk control

KU8. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area

KU9. relevant regulatory guidelines for sterilising services

KU10. infection prevention guidelines, especially in relation to the care of reusable medical equipment

KU11. storage requirements for reusable medical equipment

KU12. the legal responsibilities of health care providers in relation to confidentiality, client rights, duty of care and implications of negligence

KU13. guidelines for purchase, reprocessing and reporting non-compliance

KU14. training and assessment requirements relevant to the care of reusable medical equipment

KU15. reusable medical equipment such as surgical and medical instrumentation, anaesthetic/respiratory equipment, hollow ware, specialist surgicalinstruments and fibre optic equipment

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

Generic Skills (GS)

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

GS1. complete documentation accurately of tests, cycles and items and proof of process

GS2. maintain stock registers

GS3. maintain training registers

GS4. maintain a maintenance and repair record for medical devices

GS5. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals

GS6. demonstrate communication skills as required by specific work role

GS7. demonstrate active listening skills

GS8. interpret and follow verbal and/or written instructions

GS9. report incidents in line with organizational requirements

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. send and receive message accurately

GS12. make decisions pertaining to the concerned area of work

GS13. select and use personal protection equipment

GS14. organise own workload in accordance with supervisor requirements

GS15. address relevant HSE, infection control and manual handling requirements

GS16. the importance of sterilisation technology as a contribution to client safety and the relationship to well-maintained reusable medical equipment

GS17. follow organisation policies and procedures for problem solving in relation to maintenance of reusable medical devices

GS18. determine stock requirements against usage trends, availability

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain, monitor and record stock levels of reusablemedical devices and packing material	**10**	**30**	**5**	**5**
PC1. maintain a record of usage as per agreed stock levels	-	-	-	-
PC2. identify stock requirements against usage trends, availability and organisation policies and guidelines	-	-	-	-
PC3. monitor quality of stock and storage condition, including temperature, light, humidity, pest control and stock organisation	-	-	-	-
PC4. check the quality of new reusable medical devices and packaging material at time of delivery	-	-	-	-
PC5. replenish stocks of reusable medical devices and packaging material in order to meet demand	-	-	-	-
PC6. prepare maintenance schedules in compliance with operational requirements and manufacturers' guidelines	-	-	-	-
PC7. maintain practices that monitor all aspects of reprocessing in compliance with operational requirements and manufacturers' guidelines	-	-	-	-
PC8. analyse data collected for monitoring and maintenance	-	-	-	-
PC9. complete records of results of monitoring, according to organisational policies and procedures	-	-	-	-
PC10. complete records of all equipment maintenance and repair	-	-	-	-
PC11. archive records to address legislative requirements	-	-	-	-
PC12. maintain, evaluate and act upon non-compliance records and reports	-	-	-	-
PC13. manage recall processes	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage maintenance of reusable medical devices	**8**	**30**	**5**	**5**
PC14. conduct random inspections of all reusable medical devices	-	-	-	-
PC15. organise and monitor repair of reusable medical devices when it is beyond the scope of the department or organisation	-	-	-	-
PC16. maintain a maintenance and repair record for medical devices	-	-	-	-
PC17. follow organisation policies and procedures when reusable medical devices are beyond maintenance and repair	-	-	-	-
Provide information about the care of reusable medical equipment	**10**	**30**	**5**	**5**
PC18. develop material to assist sterilisation staff to care for reusable medical devices compliant with manufacturer's information	-	-	-	-
PC19. conduct training sessions with sterilisation staff in the care of reusable medical devices	-	-	-	-
PC20. maintain a register of sterilisation staff competency in the care of reusable medical devices	-	-	-	-
Facilitate monitoring and maintenance requirements	**10**	**15**	**5**	**5**
PC21. complete planned and regular random checks of data and tracking systems that monitor the decontamination cycle and machinery performance	-	-	-	-
PC22. take action where discrepancies are identified, including recall procedures, machinery maintenance or repair, and chemical review, in accordance with manufacturers' guidelines and organisation policies and procedures	-	-	-	-
PC23. follow practices and procedures for tracing back through the decontamination cycle to clients and users	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. report any issues outside sphere of responsibility and competence, without delay and according to organisation policies and procedures	-	-	-	-
PC25. follow the protocols for critical incidents and sentinel events investigation	-	-	-	-
NOS Total	**38**	**105**	**20**	**20**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6203
NOS Name	Manage availability, effectiveness and reprocessing of reusable medical device
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	4.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

HSS/N6204: Sterilize loads of CSSD

Description

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

Scope

The scope covers the following :

- Prepare sterilization equipment
- Load sterilizer
- Operate sterilizer
- Follow HSE procedures
- Comply with quality management requirements

Elements and Performance Criteria

Prepare sterilization equipment

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

PC1. clean and check steam steriliser, low temperatures steriliser, dry heat steriliser and accessory equipment according to manufacturer's recommendations and organisation policies and procedures

PC2. conduct performance test cycles according to organisation policies and procedures and maintain documentation

PC3. observe safety precautions to ensure sterilisers function safely

Load sterilizer

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

PC4. assign appropriate cycle and batch control number and complete documentation

PC5. check packaging, sealing and labelling for compatibility with organisation policies and procedures

PC6. check load content and configuration for compliance with annual steriliser performance qualification

PC7. select sterilisation method appropriate to the load

PC8. load steriliser to ensure sterilant contact and according to manufacturer's recommendations

PC9. list and assign load description documentation to the correct cycle and according to organisation policies and procedures

Operate sterilizer

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

PC10. check steriliser function for sterilant availability e.g. steam to chamber, chemical sterilant container

PC11. check function of physical process recording accessories

PC12. select appropriate cycle in accordance with organisation policies and procedures

PC13. identify, report and troubleshoot according to manufacturer's recommendations and organisation policies and procedures

PC14. follow regular maintenance program and documentation according to organisation policies and procedures

PC15. interpret and document results from physical, chemical and biological tests

Monitor disinfection processes

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

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

PC17. remove sterilised load immediately on completion of cycle, according to HSE guidelines and organisation policies and procedures

PC18. remove compromised items (damaged, wet), dismantle for reprocessing and record according to organisation policies and procedures

PC19. unload cooled load using appropriate handling techniques in accordance with requirements

PC20. complete the documentation of the sterilising cycle for parametric release

Follow HSE procedures

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

PC21. use ergonomic safe practices when loading and unloading a steriliser

PC22. utilise appropriate precautions for sterilant/sterilising methods in accordance with manufacturer's recommendations and organisation policies and procedures

Comply with quality management requirements

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

PC23. adhere to operational monitoring and testing, performance qualification and maintenance of sterilisers and associated equipment and document in accordance with organisation policies and procedures

PC24. comply with documentation requirements for sterilising cycles, batch control and load release control in accordance with organisation protocols and procedures

PC25. report and document all steriliser faults/malfunction and load non-conformance/non-compliance in accordance with organisation policies and procedures

PC26. store and archive documentation in accordance with organisation policies and procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

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

KU3. organisational procedures relating to identification and use of appropriate personal protection , safe use of sterilising equipment, for problem solving in relation to steriliser maintenance and service

KU4. quality management documentation such as cycle, batch control and load description documentation, steriliser usage and utilisation, volume of sterilised items by defined category, cleaning, monitoring, testing, fault analysis and maintenance of sterilisers and associated equipment

KU5.   cleaning protocols and special requirements for sterilisers and trolleys

KU6.   conditions and parameters for successful sterilisation

KU7.   a range of sterilisers such as pre-vacuum steam, downward displacement steam, dry heat, hydrogen peroxide plasma, peracetic acid, bench top sterilisers

KU8.   dry heat sterilisation (where required), including:

KU9.   cycle stages and physical parameters that influence sterilisation outcomes

KU10.   significant mechanical components of dry heat sterilisers

KU11.   the biocidal action of steam heat conduction and the impact on sterilisation outcomes

KU12.   environmental conditions required for efficient functioning of a sterilisation area

KU13.   fundamental knowledge of infection control principles as it affects the sterilisation work environment

KU14.   fundamental knowledge of microbiology as it affects the sterilisation work environment

KU15.   leak rate test

KU16.   low temperature sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes

KU17.   differences between methods of low temperature sterilisation processes including hydrogen peroxide plasma, peracetic acid and ethylene oxide

KU18.   significant mechanical components of low temperature sterilisers

KU19.   the biocidal action of chemical sterilants and impact on sterilisation outcomes

KU20.   HSE policies, guidelines and symbols and their relevance to working in the sterilisation area

KU21.   physical, chemical and biological monitoring devices The importance of sterilisation technology as a contribution to client safety

KU22.   steam sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes, principles of steam generation and steam quality that impact on sterilisation outcomes

KU23.   significant mechanical components of steam sterilisers

KU24.   the biocidal action of steam under pressure and the impact on sterilisation outcomes

KU25.   monitoring and accessory equipment such as physical parametric process recorders, including print outs, graphics and chart recorders, information technology data systems

KU26.   bowie Dick type air removal test

KU27.   sterilisation methods currently in use in India

KU28.   terminology used in sterilising

Generic Skills (GS)

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

GS1.   complete documentation accurately

GS2.   complete documentation of tests, cycles, items and proof of process

GS3.   read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals

GS4. demonstrate communication skills as required by specific work role, including active listening skills, interpreting and following verbal and/or written instructions, reporting incidents in line with organisation requirements, discussing task lists, schedules, and work-loads with co-workers

GS5. make decisions pertaining to the concerned area of work

GS6. select and use personal protection equipment

GS7. prepare, operate, load and unload sterilisers

GS8. organise own workload in accordance with supervisor requirements

GS9. the importance of cleanliness and sterilization as a contribution to client safety

GS10. apply fundamental knowledge of microbiology as it affects the sterilisation work environment

GS11. follow organisational policies and procedures for problem solving in relation to steriliser maintenance and service

GS12. identify problems with test results

GS13. interpret test results of different types of sterilisation methods

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare sterilization equipment	**15**	**40**	**5**	**5**
PC1. clean and check steam steriliser, low temperatures steriliser, dry heat steriliser and accessory equipment according to manufacturer's recommendations and organisation policies and procedures	-	-	-	-
PC2. conduct performance test cycles according to organisation policies and procedures and maintain documentation	-	-	-	-
PC3. observe safety precautions to ensure sterilisers function safely	-	-	-	-
Load sterilizer	**13**	**40**	**5**	**5**
PC4. assign appropriate cycle and batch control number and complete documentation	-	-	-	-
PC5. check packaging, sealing and labelling for compatibility with organisation policies and procedures	-	-	-	-
PC6. check load content and configuration for compliance with annual steriliser performance qualification	-	-	-	-
PC7. select sterilisation method appropriate to the load	-	-	-	-
PC8. load steriliser to ensure sterilant contact and according to manufacturer's recommendations	-	-	-	-
PC9. list and assign load description documentation to the correct cycle and according to organisation policies and procedures	-	-	-	-
Operate sterilizer	**10**	**40**	**5**	**5**
PC10. check steriliser function for sterilant availability e.g. steam to chamber, chemical sterilant container	-	-	-	-
PC11. check function of physical process recording accessories	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. select appropriate cycle in accordance with organisation policies and procedures	-	-	-	-
PC13. identify, report and troubleshoot according to manufacturer's recommendations and organisation policies and procedures	-	-	-	-
PC14. follow regular maintenance program and documentation according to organisation policies and procedures	-	-	-	-
PC15. interpret and document results from physical, chemical and biological tests	-	-	-	-
Monitor disinfection processes	**15**	**45**	**5**	**5**
PC16. check sterilisation cycle physical and biological monitoring according to organisation policies and procedures, and record results on completion of cycle	-	-	-	-
PC17. remove sterilised load immediately on completion of cycle, according to HSE guidelines and organisation policies and procedures	-	-	-	-
PC18. remove compromised items (damaged, wet), dismantle for reprocessing and record according to organisation policies and procedures	-	-	-	-
PC19. unload cooled load using appropriate handling techniques in accordance with requirements	-	-	-	-
PC20. complete the documentation of the sterilising cycle for parametric release	-	-	-	-
Follow HSE procedures	**8**	**-**	**5**	**5**
PC21. use ergonomic safe practices when loading and unloading a steriliser	-	-	-	-
PC22. utilise appropriate precautions for sterilant/sterilising methods in accordance with manufacturer's recommendations and organisation policies and procedures	-	-	-	-
Comply with quality management requirements	**10**	**-**	**5**	**5**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. adhere to operational monitoring and testing, performance qualification and maintenance of sterilisers and associated equipment and document in accordance with organisation policies and procedures	-	-	-	-
PC24. comply with documentation requirements for sterilising cycles, batch control and load release control in accordance with organisation protocols and procedures	-	-	-	-
PC25. report and document all steriliser faults/malfunction and load non-conformance/non-compliance in accordance with organisation policies and procedures	-	-	-	-
PC26. store and archive documentation in accordance with organisation policies and procedures	-	-	-	-
NOS Total	**71**	**165**	**30**	**30**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6204
NOS Name	Sterilize loads of CSSD
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

HSS/N6205: Facilitate effective low temperature sterilizer function

Description

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

Scope

The scope covers the following :

- Contribute to planning preventative maintenance for low temperature steriliser
- Maintain records
- Contribute to organizational and operational policies and procedures
- Liaise with maintenance personnel

Elements and Performance Criteria

Contribute to planning preventative maintenance for low temperature sterilisers

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

PC1. ensure maintenance schedules are met with regard to standards

PC2. apply practice standards to monitor processes of the sterilisation cycle

PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle

PC4. manage trouble shooting for steriliser failure using a multidisciplinary approach and including investigation of defects and failures

PC5. ensure planned maintenance schedules are met with regard to standards

PC6. take action where discrepancies are identified to facilitate repair

PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle

PC8. liaise with engineering and technical services departments and companies

PC9. initiate change processes when required

Maintain records

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

PC10. complete records of results of monitoring, according to organisation policies and procedures

PC11. complete records for maintenance and repair of equipments

Contribute to organizational and operational policiesand procedures

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

PC12. review and analyse international industry best practice in relation to the type of low temperature steriliser being used

PC13. provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice

PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures, understand the limitations of the low temperature sterilizer in use

Liaise with maintenance personnel

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

PC15. liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer and identify reasons for not using a particular steriliser

PC16. liaise with maintenance personnel/ technicians to determine circumstances in which maintenance personnel should be summoned

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to identify and follow procedures for safe practice

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

KU3. organisational procedures relating to identification and use of appropriate personal protection, infection risks and how to implement an appropriate response, safe use of sterilising equipment

KU4. quality management documentation such as: cycle, batch control and load description documentation steriliser usage and utilisation volume of sterilised items by defined category cleaning, monitoring, testing, fault analysis and maintenance ofsterilisers and associated equipment dispatch/distribution by destination non-conformance/non-compliance reporting archiving and filing of steriliser records validation report

KU5. a range of sterilisers such as pre-vacuum steam, downward displacement steam, dry heat, hydrogen peroxide plasma, peracetic acid, bench top sterilisers etc.

KU6. air removal test

KU7. applicable quarantine protocols

KU8. cleaning protocols and special requirements for sterilisers and trolleys

KU9. conditions and parameters for successful sterilisation

KU10. dry heat sterilisation (where required), including cycle stages and physical parameters that influence sterilisation outcomes, significant mechanical components of dry heat sterilisers, the biocidal action of steam heat conduction and the impact on sterilisation outcomes

KU11. environmental conditions required for efficient functioning of a sterilisation area

KU12. fundamental knowledge of infection control principles as it affects the sterilisation work environment

KU13. fundamental knowledge of microbiology as it affects the sterilisation work environment

KU14. leak rate test

KU15. low temperature sterilisation, including: cycle stages and physical parameters that influence sterilisationoutcomes differences between methods of low temperature sterilisationprocesses including hydrogen peroxide plasma, peracetic acid andethylene oxide significant mechanical components of low temperature sterilisers the biocidal action of chemical sterilants and impact onsterilisation outcomes

KU16. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area

KU17. organisational policies and procedures for sterilisation

KU18. physical, chemical and biological monitoring devices The importance of sterilisation technology as a contribution to client safety

KU19. process challenge device

KU20. range of sterilisation tests

KU21. infection prevention guidelines

KU22. specific monitoring equipment and procedures for each method of sterilising

KU23. standards for record maintenance

KU24. steam sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes, principles of steam generation and steam quality that impact on sterilisation outcomes, significant mechanical components of steam sterilisers

KU25. monitoring of equipment such as physical parametric, batch control labelling guns, external/internal chemical indicators, biological indicators and incubators, and enzymatic indicators, dryness testing

KU26. sterilisation methods currently in use in India

KU27. terminology used in sterilising

KU28. the legal responsibilities in relation to confidentiality, patient rights, duty of care and implications of negligence

Generic Skills (GS)

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

GS1. complete documentation accurately

GS2. complete documentation of tests, cycles, items and proof of process

GS3. read and interpret policies and procedures, standards operatingprocedures, HAZMAT information sheets, instruction manuals

GS4. demonstrate communication skills as required by specific work role,including active listening skills, interpreting and following verbal and/orwritten instructions, reporting incidents

GS5. make decisions pertaining to the concerned area of work

GS6. select and use personal protection equipment

GS7. prepare, operate, load and unload sterilisers

GS8. organise own workload in accordance with supervisor requirements

GS9. address relevant HSE, infection control and manual handling requirements

GS10. take into account opportunities to address waste minimisation,environmental responsibility and sustainable practice issues, includingappropriate practices to ensure efficient use of resources

GS11. the importance of cleanliness and sterilization as a contribution to clientsafety

GS12. apply fundamental knowledge of microbiology as it affects the sterilisation work environment

GS13. follow organisational policies and procedures for problem solving in relation to steriliser maintenance and service

GS14. identify problems with test results

GS15. interpret test results of different types of sterilisation methods

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Contribute to planning preventative maintenance for low temperature sterilisers	**10**	-	**5**	**5**
PC1. ensure maintenance schedules are met with regard to standards	-	-	-	-
PC2. apply practice standards to monitor processes of the sterilisation cycle	-	-	-	-
PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle	-	-	-	-
PC4. manage trouble shooting for steriliser failure using a multidisciplinary approach and including investigation of defects and failures	-	-	-	-
PC5. ensure planned maintenance schedules are met with regard to standards	-	-	-	-
PC6. take action where discrepancies are identified to facilitate repair	-	-	-	-
PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle	-	-	-	-
PC8. liaise with engineering and technical services departments and companies	-	-	-	-
PC9. initiate change processes when required	-	-	-	-
Maintain records	**10**	-	**4**	**5**
PC10. complete records of results of monitoring, according to organisation policies and procedures	-	-	-	-
PC11. complete records for maintenance and repair of equipments	-	-	-	-
Contribute to organizational and operational policiesand procedures	**10**	-	**4**	**5**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. review and analyse international industry best practice in relation to the type of low temperature steriliser being used	-	-	-	-
PC13. provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice	-	-	-	-
PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures, understand the limitations of the low temperature sterilizer in use	-	-	-	-
Liaise with maintenance personnel	**10**	-	**5**	**5**
PC15. liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer and identify reasons for not using a particular steriliser	-	-	-	-
PC16. liaise with maintenance personnel/ technicians to determine circumstances in which maintenance personnel should be summoned	-	-	-	-
NOS Total	**40**	**-**	**18**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6205
NOS Name	Facilitate effective low temperature sterilizer function
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

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

Description

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

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 behaviorwith co-workers andpatients & theirfamilies

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 relevantinformation 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 otherpeople to meetrequirements

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 andmanagingrequirements

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

PC14. clearly establish, agree, and record the work requirements

PC15. ensure his/her work meets the agreed requirements

PC16. treat confidential information correctly

PC17. work in line with the organizations procedures and policies and within the limits of his/her job role

Knowledge and Understanding (KU)

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 workingrelationships

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 andauthority

KU13. how to maintain confidentiality and to respect an individuals need for privacy

KU14. how to ensure that all information provided to individuals is from reliable sources

KU15. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination

KU16. the essential information that needs to be shared with other people

KU17. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

KU18. the importance of integrating ones work effectively with others

KU19. the types of working relationships that help people to work well together and the types of relationships that need to be avoided

KU20. the types of opportunities an individual may seek out to improve relationships with others

KU21. how to deal with difficult working relationships with other people to sort out

KU22. the importance of asking the appropriate individual for help when required

KU23. the importance of planning, prioritizing and organizing, timely work

KU24. the importance of clearly establishing work requirement

KU25. the importance of being flexible in changing priorities when the importance and urgency comes into play

KU26. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited

KU27. the importance of keeping the work area clean and tidy

Generic Skills (GS)

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

GS1. write effective communications to share information with the team members andother 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 bydifferent sources

GS6. read organizational policies and procedures

GS7. communicate essential information to colleagues face-to-face or throughtelecommunication

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 theindividual 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 othermembers of the health care team

GS19. be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

GS20. be sensitive to potential cultural differences

GS21. maintain patient confidentiality

GS22. respect the rights of the patient(s)

GS23. understand problems and suggest an optimum solution after evaluatingpossible solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicating & maintaining professional behaviorwith co-workers andpatients & theirfamilies	**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 relevantinformation 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 otherpeople to meetrequirements	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Establishing andmanagingrequirements	**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

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 informones 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 continuingimprovements

PC10. use relevant research-based protocols and guidelines as evidence to inform ones practice

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

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

PC11. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority

PC12. promote and demonstrate good practice as an individual and as a team member at all times

PC13. identify and manage potential and actual risks to the quality and safety of practice

PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem

PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies & procedures followed in the organization

KU2. the medical procedures and functioning of required medical equipment

KU3. role and importance of assisting other healthcare providers in delivering care

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 andorganizational 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 authorityo Not keeping up to date with best practiceo Poor communicationo Insufficient support o Lack of resources

KU22. the importance of personal hygiene

Generic Skills (GS)

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

GS1. document reports, task lists, and schedules

GS2. prepare status and progress reports

GS3. record daily activities

GS4. update other co-workers

GS5. read about changes in legislations and organizational policies

GS6. keep updated with the latest knowledge

GS7. discuss task lists, schedules, and work-loads with co-workers

GS8. give clear instructions to patients and co-workers

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 othermembers of the health care team

GS14. be responsive and listen empathetically to establish rapport in a way thatpromotes openness on issues of concern

GS15. be sensitive to potential cultural differences

GS16. maintain patient confidentiality

GS17. respect the rights of the patient(s)

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain professional behavior	**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	-	-	-	-
Acting within the limit of ones competence and authority	**7**	-	-	-
PC6. use relevant research based protocols and guidelines as evidence to informones 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 continuingimprovements	-	-	-	-
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	**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	-	-	-	-

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**	**-**	**-**	**-**

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

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:

KU1. the importance of health, safety, and security in the workplace

KU2. the basic requirements of the health and safety and other legislations andregulations 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 othermembers of the health care team

GS7. be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

GS8. identify hazards, evaluate possible solutions and suggest effective solutions

GS9. analyze the seriousness of hazards

GS10. analyze, evaluate and apply the information gathered from observation,experience, reasoning, or communication to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Complying the health, safety and security requirements and procedures for work place	**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	-	-	-	-
Handling hazardous situation	**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	-	-	-	-
Reporting any hazardous situation	**5**	**-**	**2**	**10**
PC11. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-

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

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

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 andfollowing infection control polices

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 theWaste Generated,Segregation ofBiomedical Waste,Proper collectionand 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 aneffective infectioncontrol 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. ollow 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 welldesignated clean zone

PC12. confine contaminated instruments and equipment to a welldesignatedcontaminated zone

PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols

PC14. replace surface covers where applicable

PC15. maintain and store cleaning equipment

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

Maintaining personalprotection andpreventing thetransmission ofinfections fromperson 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

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 managingbiomedical 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 ofuse (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 relatedinfections

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Classification of theWaste Generated,Segregation ofBiomedical Waste,Proper collectionand storage of Waste	**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	-	-	-	-
Complying with aneffective infectioncontrol protocols	**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. ollow 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 welldesignated clean zone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a welldesignatedcontaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
Maintaining personalprotection andpreventing thetransmission ofinfections fromperson to person	**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

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**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	-	-	-	-
Becoming a Professional in the 21st Century	**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	-	-	-	-
Basic English Skills	**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	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

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	-	-	-	-
Communication Skills	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**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	-	-	-	-
Customer Service	**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	-	-	-	-
Getting ready for apprenticeship & Jobs	**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**	**-**	**-**

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

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

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6201.Facilitate effective cleaning functions in CSSD	54	-	30	30	114	10
HSS/N6202.Facilitate effective functioning of steam sterilizer	54	-	30	40	124	15
HSS/N6203.Manage availability, effectiveness and reprocessing of reusable medical device	38	105	20	20	183	20
HSS/N6204.Sterilize loads of CSSD	71	165	30	30	296	20
HSS/N6205.Facilitate effective low temperature sterilizer function	40	-	18	20	78	5
HSS/N9615.Maintain interpersonal relationship with client, colleagues, and others	13	-	-	-	13	5
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	5
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	9	30	59	5
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	10
Total	**350**	**300**	**150**	**200**	**1000**	**100**

Acronyms

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

Glossary

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

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Legal responsibilities	Legal responsibilities may include an understanding of responsibilities contained in relevant state/territory and federal legislation and regulations, specific responsibilities to maintain confidentiality, confirm informed consent and exercising duty of care.
Principles underpinning bio-ethics	Principles underpinning bio-ethics must include respect the rights of the individual, respect the autonomy of the individual, cause no harm, and advance the common good.
Relevant patient information	Relevant patient information may include identifying people at risk such as children, pregnant women and their foetus, breastfeeding mothers; and includes information such as explaining the implications of contrast/ radiopharmaceutical administration.
Key elements of fitness to Practise	Key elements of fitness to practise must include competence, professionalism, including a sense of responsibility and accountability, self-awareness and professional values, sound mental health and the capacity to maintain health and wellbeing for practice.
Reporting obligations	Reporting obligations must include making a notification about the health (impairment), conduct or performance of a registered health practitioner that may be placing the public at risk; as well as of their own impairments to practice.
Quality frameworks	Quality frameworks may include workplace specific frameworks and the Standards for Hospitals developed by National Accreditation Board for Hospitals & Healthcare Providers

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

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