

Qualification Pack



Multiskilled Health Assistant

QP Code: HSS/Q5109

Version: 1.0

NSQF Level: 3

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Qualification Pack

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HSS/Q5109: Multiskilled Health Assistant

Brief Job Description

Individual would assist healthcare professionals in managing the workplace and patients of small and medium size healthcare settings like clinic, polyclinic, PHC, CHC, medical store, diagnostic facility, etc. They would carry out duties assigned by healthcare professional under their guidance.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5138: Maintain proper functioning of the healthcare set up](#)
2. [HSS/N5139: Prepare procedure area and patient under guidance of healthcare professional](#)
3. [HSS/N5140: Manage inventory at healthcare set up](#)
4. [HSS/N9624: Maintain a safe and secure working environment](#)
5. [HSS/N9622: Follow sanitization and infection control guidelines](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

| | |
|-------------------|----------------------------|
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Patient Care Services |
| Country | India |
| NSQF Level | 3 |
| Credits | 17 |

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| | |
|---|-----------------------------|
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/3259 |
| Minimum Educational Qualification & Experience | 10th Class |
| Minimum Level of Education for Training in School | Not Applicable |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | 30/04/2029 |
| NSQC Approval Date | 30/04/2024 |
| Version | 1.0 |
| Reference code on NQR | QG-03-HE-02522-2024-V1-HSSC |
| NQR Version | 1 |

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HSS/N5138: Maintain proper functioning of the healthcare set up

Description

This Occupational Standard describes the skills and knowledge required to perform various activities in healthcare set up.

Scope

The scope covers the following :

- Perform front desk and billing activities of set up
- Maintain and store patients records and files
- Receive and transport the patient samples, drugs and documents within set up
- Manage changing and transport laundry/ linen

Elements and Performance Criteria

Perform front desk and billing activities of set up

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

- PC1.** handle and answer the queries received over a phone/mail/visiting patient etc. applying relevant medical words & terms
- PC2.** schedule appointments with healthcare professional through appropriate communication method
- PC3.** manage requirements of patients, their attendants, visitors and co-workers
- PC4.** collect information and documents for patient registration complying with regulatory and organizational requirements
- PC5.** complete the registration details after interacting with the patient/attenders & concerned physician
- PC6.** identify the services being rendered to the patient
- PC7.** check that payments from patients are valid and accurate
- PC8.** store collected payments securely
- PC9.** inform senior or concerned authority promptly if any problem occurs
- PC10.** assist for various third-party payment mechanisms including CGHS, ECHS, Public Sector undertakings, types of special arrangements, Universal Health Insurance coverage scheme in prevalent states ensuring eligible person is availing the facility

Provide comfort to visitors/customers and patients as per organizational process

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

- PC11.** Identify needs of the patients/carers to find resolution
- PC12.** Have adequate knowledge about internal process/promotions/tariffs/schemes/benefits which can be provided to patients
- PC13.** Build empathetic relationship with the patient's/ visitors
- PC14.** Use appropriate language and tone and listen carefully to the queries

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PC15. Show sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc.

PC16. Maintain proper body language and dress code

PC17. Seek feedback from visitors

PC18. Ensure management of foreign clients with differences in culture and language.

Maintain and store patients records and files

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

PC19. retain and store the patient's files as per the organization protocol

PC20. retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists

PC21. enter the investigations results in the report carefully

PC22. retain the patients old records or files as per organizational policy

Receive and Transport the patient samples, drugs and documents within set up

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

PC23. receive and hand over the patient documents, samples and drugs to the concerned authority carefully

PC24. receive and transport patient samples and documents as per protocols

PC25. check patient identity on the documents and samples are coherent

Manage changing and transport laundry/ linen

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

PC26. prepare bed as per the type and protocols in line of organizational policy

PC27. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported

PC28. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use

PC29. isolate the unclean or infected trolley or vehicle and report the same

PC30. collect and transport clean linen avoiding cross contamination with used linen

PC31. use a trolley or vehicle specifically designated for the delivery of clean linen

PC32. transport the used linen to the designated department as per hospital policy keeping log of the daily records

PC33. segregate the blood-stained linen separately and disinfect before transport

PC34. use personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Relevant legislation, standards, policies, and procedures followed by the provider

KU2. The importance of maintaining confidentiality of the patient information

KU3. How to dress appropriately as per the guidelines of the healthcare provider

KU4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the patients records and files

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- KU5.** how to receive and make phone calls
- KU6.** how to send and receive e-mails
- KU7.** know how to store the patients file and records
- KU8.** typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU9.** typical response times and service times for problems
- KU10.** the importance of documenting, classifying, prioritizing queries & escalating to appropriate authority if unresolved
- KU11.** regulatory requirements involved during registration and bill payment
- KU12.** about computer knowledge such as MS word, excel, scanning, faxing
- KU13.** about Processing cash and non-cash payments
- KU14.** details of different types of taxes (VAT, Service tax, GST etc.) or as applicable
- KU15.** accounting principles
- KU16.** complementary and billable services available
- KU17.** how to handle card swiping machine
- KU18.** use of correct code
- KU19.** ensure that all data is present if not then ask the concerned person
- KU20.** check that all laboratory results are same as those in laboratory reports and no information is missing
- KU21.** regularly update the reports
- KU22.** know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant
- KU23.** arrange records properly in shelves in numeric order to facilitate easy retrieval when required
- KU24.** take special care to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust
- KU25.** how to move the patient/equipment on ramps, slopes, ladder, rough surfaces, etc.
- KU26.** how to handover the document and drugs and receive the acknowledgment
- KU27.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency

Generic Skills (GS)

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

- GS1.** read, write and speak in one or more language, preferably in the local language of the site
- GS3.** read instructions, guidelines, sign boards, safety rules & safety tags instruction related to exit routes during emergency at the workplace
- GS3.** demonstrate active listening skills
- GS4.** interpret and follow verbal instructions
- GS5.** decide whether the place is safe and not creating hazardous conditions for others
- GS6.** complete all activities accurately and in a timely manner

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- GS7.** ensure that all activities are performed considering causality benefits
- GS8.** solve problems including the ability to use available resources

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Perform front desk and billing activities of set up</i> | 25 | 20 | 20 | 20 |
| PC1. handle and answer the queries received over a phone/mail/visiting patient etc. applying relevant medical words & terms | - | - | - | - |
| PC2. schedule appointments with healthcare professional through appropriate communication method | - | - | - | - |
| PC3. manage requirements of patients, their attendants, visitors and co-workers | - | - | - | - |
| PC4. collect information and documents for patient registration complying with regulatory and organizational requirements | - | - | - | - |
| PC5. complete the registration details after interacting with the patient/attenders & concerned physician | - | - | - | - |
| PC6. identify the services being rendered to the patient | - | - | - | - |
| PC7. check that payments from patients are valid and accurate | - | - | - | - |
| PC8. store collected payments securely | - | - | - | - |
| PC9. inform senior or concerned authority promptly if any problem occurs | - | - | - | - |
| PC10. assist for various third-party payment mechanisms including CGHS, ECHS, Public Sector undertakings, types of special arrangements, Universal Health Insurance coverage scheme in prevalent states ensuring eligible person is availing the facility | - | - | - | - |
| <i>Provide comfort to visitors/customers and patients as per organizational process</i> | 25 | 20 | 10 | 15 |
| PC11. Identify needs of the patients/carers to find resolution | - | - | - | - |
| PC12. Have adequate knowledge about internal process/promotions/tariffs/schemes/benefits which can be provided to patients | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. Build empathetic relationship with the patient's/visitors | - | - | - | - |
| PC14. Use appropriate language and tone and listen carefully to the queries | - | - | - | - |
| PC15. Show sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. | - | - | - | - |
| PC16. Maintain proper body language and dress code | - | - | - | - |
| PC17. Seek feedback from visitors | - | - | - | - |
| PC18. Ensure management of foreign clients with differences in culture and language. | - | - | - | - |
| <i>Maintain and store patients records and files</i> | 28 | 30 | 10 | 15 |
| PC19. retain and store the patient's files as per the organization protocol | - | - | - | - |
| PC20. retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists | - | - | - | - |
| PC21. enter the investigations results in the report carefully | - | - | - | - |
| PC22. retain the patients old records or files as per organizational policy | - | - | - | - |
| <i>Receive and Transport the patient samples, drugs and documents within set up</i> | 25 | 20 | 20 | 15 |
| PC23. receive and hand over the patient documents, samples and drugs to the concerned authority carefully | - | - | - | - |
| PC24. receive and transport patient samples and documents as per protocols | - | - | - | - |
| PC25. check patient identity on the documents and samples are coherent | - | - | - | - |
| <i>Manage changing and transport laundry/ linen</i> | 27 | 30 | 20 | 15 |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC26. prepare bed as per the type and protocols in line of organizational policy | - | - | - | - |
| PC27. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported | - | - | - | - |
| PC28. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use | - | - | - | - |
| PC29. isolate the unclean or infected trolley or vehicle and report the same | - | - | - | - |
| PC30. collect and transport clean linen avoiding cross contamination with used linen | - | - | - | - |
| PC31. use a trolley or vehicle specifically designated for the delivery of clean linen | - | - | - | - |
| PC32. transport the used linen to the designated department as per hospital policy keeping log of the daily records | - | - | - | - |
| PC33. segregate the blood-stained linen separately and disinfect before transport | - | - | - | - |
| PC34. use personal protective equipment & personal hygiene practices while handling linen | - | - | - | - |
| NOS Total | 130 | 120 | 80 | 80 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N5138 |
| NOS Name | Maintain proper functioning of the healthcare set up |
| Sector | Healthcare |
| Sub-Sector | Healthcare Management |
| Occupation | Patient Care Services |
| NSQF Level | 3 |
| Credits | 5.5 |
| Version | 1.0 |
| Last Reviewed Date | 30/04/2024 |
| Next Review Date | 30/04/2029 |
| NSQF Clearance Date | 30/04/2024 |

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HSS/N5139: Prepare procedure area and patient under guidance of healthcare professional

Description

This unit is about providing the individual with the required knowledge and skills to be able to assist healthcare professional in preparing procedure area and patient.

Scope

The scope covers the following :

- Mobilize the patient using correct equipment and techniques
- Prepare and support patient before procedure
- Prepare and support patient during procedure
- Prepare and support patient after procedure
- Decontaminate commonly used basic patient care equipment

Elements and Performance Criteria

Mobilize the patient using correct equipment and techniques

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

- PC1.** encourage the patient to move independently as much as possible
- PC2.** estimate if additional help is required during mobilization of patient based on his/her weight, ability and medical condition
- PC3.** ensure patient has comfortable clothing during mobility
- PC4.** use the correct equipment and techniques for mobilizing the patients correctly to avoid falls or injuries
- PC5.** apply proper body mechanics for lifting the patient
- PC6.** ensure that tubing attached to patient are intact while moving
- PC7.** ensure patient safety to prevent a fall or an injury

Prepare and support patient before procedure

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

- PC8.** record the reading of patient parameters using digital scales
- PC9.** assist patient to make comfortable and positioned correctly while taking measurements
- PC10.** disinfect and prepare patient procedure areas efficiently
- PC11.** prepare patient for the procedure
- PC12.** set up equipment, instruments and required materials for scheduled procedure on the procedure tray as per the requirement of the procedure
- PC13.** complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols
- PC14.** ensure all hand carried items and jewellery or metallic items are removed from patient and place it securely
- PC15.** collect informed consent form from the patient for the given procedure

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PC16. Inform patient about the procedure to be performed to gain the confidence

Prepare and support patient during procedure

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

PC17. transfer instruments, equipment and materials to healthcare professional efficiently and smoothly during procedures

PC18. follow standard precautions to prevent infection

PC19. wear protective gear in order to protect self

PC20. ensure equipment being used for the procedure are clean/sterile

Prepare and support patient after procedure

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

PC21. provide appropriate care to the patient after the procedure

PC22. Follow the aftercare instructions given by healthcare professional

PC23. schedule follow-up appointment as per health professional instructions

Decontaminate commonly used basic patient care equipment

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

PC24. perform aftercare and cleaning of the procedure area and equipment for the next patient

PC25. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority

PC26. follow standard operating procedures for decontamination as per manufacturer's instructions

PC27. handle equipment safely or seek the help of health professional while decontamination

PC28. use appropriate protective clothing and equipment while decontamination

PC29. report to concerned authority about the equipment that are unsuitable for use

PC30. dispose of any waste safely and according to organization protocol

PC31. maintain proper documentation and records

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basic structure and function of healthcare system in the country

KU2. basic structure and function of healthcare facilities available at various levels, hospice care, clinics

KU3. Relevant legislation, standards, policies, and procedures followed by the provider

KU4. the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization

KU5. documentation methods for interdisciplinary communication (wherever applicable) for the specific organization

KU6. how to use mobility aids (like creche, cane, wheelchair, etc.) and its techniques correctly to avoid injury/fall or inconvenience to the patient

KU7. how to maneuver tubings like catheters while moving the patient

KU8. how to use body mechanics while moving the patient to prevent injury or fall

KU9. how to determine patients general medical condition and mobility

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- KU10.** how to assess the patients size and understand if one need help to transfer the patient safely
- KU11.** how and when to use the brakes on the mobility aids
- KU12.**
- how to ensure following during mobilization:
 - all the required equipment is available
 - the slippers are non-slip and of the right size
 - the patients arms and legs are inside the frame of the wheelchair
- KU14.** how to observe and protect special equipment like catheters
- KU14.** how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.
- KU15.** proper positioning of the patient to perform procedures
- KU16.** how to set-up the equipment meant to perform the procedure
- KU17.** how to use digital scales for measuring patient parameters
- KU18.** how to read the scales correctly and avoid errors
- KU19.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU20.** how to ensure patient safety

Generic Skills (GS)

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

- GS1.** prepare checklist and document findings and observations
- GS2.** read instructions given by the healthcare professional for self and explaining to the patient/attendant as per need
- GS3.** keep abreast with the latest knowledge by reading relevant materials
- GS4.** communicate in polite, calm, empathetic and congenial manner
- GS5.** avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
- GS6.** maintain inventory and organize stock and supplies
- GS7.** manage relationships with relevant stakeholders and use patient and safety centric approach
- GS8.** identify immediate or temporary issues and report for early resolution
- GS9.** prioritize the task as per allocation of work

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Mobilize the patient using correct equipment and techniques</i> | 25 | 20 | 10 | 20 |
| PC1. encourage the patient to move independently as much as possible | - | - | - | - |
| PC2. estimate if additional help is required during mobilization of patient based on his/her weight, ability and medical condition | - | - | - | - |
| PC3. ensure patient has comfortable clothing during mobility | - | - | - | - |
| PC4. use the correct equipment and techniques for mobilizing the patients correctly to avoid falls or injuries | - | - | - | - |
| PC5. apply proper body mechanics for lifting the patient | - | - | - | - |
| PC6. ensure that tubing attached to patient are intact while moving | - | - | - | - |
| PC7. ensure patient safety to prevent a fall or an injury | - | - | - | - |
| <i>Prepare and support patient before procedure</i> | 25 | 17 | 10 | 15 |
| PC8. record the reading of patient parameters using digital scales | - | - | - | - |
| PC9. assist patient to make comfortable and positioned correctly while taking measurements | - | - | - | - |
| PC10. disinfect and prepare patient procedure areas efficiently | - | - | - | - |
| PC11. prepare patient for the procedure | - | - | - | - |
| PC12. set up equipment, instruments and required materials for scheduled procedure on the procedure tray as per the requirement of the procedure | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols | - | - | - | - |
| PC14. ensure all hand carried items and jewellery or metallic items are removed from patient and place it securely | - | - | - | - |
| PC15. collect informed consent form from the patient for the given procedure | - | - | - | - |
| PC16. Inform patient about the procedure to be performed to gain the confidence | - | - | - | - |
| <i>Prepare and support patient during procedure</i> | 23 | 17 | 10 | 10 |
| PC17. transfer instruments, equipment and materials to healthcare professional efficiently and smoothly during procedures | - | - | - | - |
| PC18. follow standard precautions to prevent infection | - | - | - | - |
| PC19. wear protective gear in order to protect self | - | - | - | - |
| PC20. ensure equipment being used for the procedure are clean/sterile | - | - | - | - |
| <i>Prepare and support patient after procedure</i> | 28 | 17 | 10 | 15 |
| PC21. provide appropriate care to the patient after the procedure | - | - | - | - |
| PC22. Follow the aftercare instructions given by healthcare professional | - | - | - | - |
| PC23. schedule follow-up appointment as per health professional instructions | - | - | - | - |
| <i>Decontaminate commonly used basic patient care equipment</i> | 25 | 16 | 10 | 10 |
| PC24. perform aftercare and cleaning of the procedure area and equipment for the next patient | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC25. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority | - | - | - | - |
| PC26. follow standard operating procedures for decontamination as per manufacturer's instructions | - | - | - | - |
| PC27. handle equipment safely or seek the help of health professional while decontamination | - | - | - | - |
| PC28. use appropriate protective clothing and equipment while decontamination | - | - | - | - |
| PC29. report to concerned authority about the equipment that are unsuitable for use | - | - | - | - |
| PC30. dispose of any waste safely and according to organization protocol | - | - | - | - |
| PC31. maintain proper documentation and records | - | - | - | - |
| NOS Total | 126 | 87 | 50 | 70 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N5139 |
| NOS Name | Prepare procedure area and patient under guidance of healthcare professional |
| Sector | Healthcare |
| Sub-Sector | Healthcare Management |
| Occupation | Patient Care Services |
| NSQF Level | 3 |
| Credits | 4.5 |
| Version | 1.0 |
| Last Reviewed Date | 30/04/2024 |
| Next Review Date | 30/04/2029 |
| NSQC Clearance Date | 30/04/2024 |

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HSS/N5140: Manage inventory at healthcare set up

Description

This unit is about providing the individual with the required knowledge and skills to be able to assist healthcare professional in managing inventory of healthcare set-up.

Scope

The scope covers the following :

- Assist in ordering and receiving requisite stock
- Maintain proper storage and display of stock

Elements and Performance Criteria

Assist in ordering and receiving requisite stock

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

- PC1.** identify, retrieve, count or measure quantity of supply to be ordered
- PC2.** set order limits and calculate replenishment orders
- PC3.** prepare and place orders in compliance with relevant legislation
- PC4.** acquire, receive and verify stock and supplies
- PC5.** identify and report any discrepancies while receiving the order
- PC6.** organize, file and store documents at each step
- PC7.** maintain inventory to maximize safe and efficient stock and supply

Maintain proper storage and display of stock

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

- PC8.** Assist in pre-packing, assembling and labelling of drugs, medical devices & consumables as per the standard operating protocol of setup
- PC9.** identify and report the expired, outdated, near expiry, defective, unsafe, recalled drugs, medical devices & consumables
- PC10.** return expired, unusable or recalled drugs, medical devices & consumables according to Legislation
- PC11.** demonstrate the appropriate disposal process for expired/outdated/near expiry drugs, medical devices & consumables
- PC12.** organize and arrange drugs, medical devices & consumables in the set-up in a readily retrievable manner
- PC13.** remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, nondurable medical equipment, devices, and supplies
- PC14.** maintain associated records of inventory
- PC15.** ensure proper and safe storage of the stock

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** basic structure and function of healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** Relevant legislation, standards, policies, and procedures followed by the provider
- KU4.** the HR protocols, professional and dress code, grievance redressal mechanism as per the guidelines of the organization
- KU5.** documentation methods for interdisciplinary communication (wherever applicable) for the specific organization
- KU6.** how to check the reorder level
- KU7.** basics of accounts management
- KU8.** how to place order
- KU9.** how to receive and store all drugs, consumables and medical devices/equipment in compliance with legislation
- KU10.** how to maintain drug stability and protect integrity
- KU11.** how to identify / locate, report and remove expired, defective, unsafe or recalled drugs and medical devices
- KU12.** how to dispose of, destroy or return expired, unusable or recalled drugs according to Legislation
- KU13.** how to maintain the materials and stocks
- KU14.** procedure for receiving drugs and equipment from the manufacturers/ pharmaceutical companies
- KU15.** the principle of inventory management
- KU16.** various inventory control methods
- KU17.** how to maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing and storage
- KU18.** how to protect stock from insects, termites and prevent them from being exposed to heat, fire, dampness and dust
- KU19.** how to maintain temperature of storage place
- KU20.** how to limit the overstocking of inventory

Generic Skills (GS)

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

- GS1.** prepare checklist and document findings and observations
- GS2.** read instructions given by the healthcare professional for self and explaining to the patient/attendant as per need
- GS3.** keep abreast with the latest knowledge by reading relevant materials
- GS4.** communicate in polite, calm, empathetic and congenial manner
- GS5.** avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required
- GS6.** maintain inventory and organize stock and supplies

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- GS7.** manage relationships with relevant stakeholders and use patient and safety centric approach
- GS8.** identify immediate or temporary issues and report for early resolution
- GS9.** prioritize the task as per allocation of work

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assist in ordering and receiving requisite stock</i> | 22 | 20 | 10 | 20 |
| PC1. identify, retrieve, count or measure quantity of supply to be ordered | - | - | - | - |
| PC2. set order limits and calculate replenishment orders | - | - | - | - |
| PC3. prepare and place orders in compliance with relevant legislation | - | - | - | - |
| PC4. acquire, receive and verify stock and supplies | - | - | - | - |
| PC5. identify and report any discrepancies while receiving the order | - | - | - | - |
| PC6. organize, file and store documents at each step | - | - | - | - |
| PC7. maintain inventory to maximize safe and efficient stock and supply | - | - | - | - |
| <i>Maintain proper storage and display of stock</i> | 25 | 20 | 10 | 20 |
| PC8. Assist in pre-packing, assembling and labelling of drugs, medical devices & consumables as per the standard operating protocol of setup | - | - | - | - |
| PC9. identify and report the expired, outdated, near expiry, defective, unsafe, recalled drugs, medical devices & consumables | - | - | - | - |
| PC10. return expired, unusable or recalled drugs, medical devices & consumables according to Legislation | - | - | - | - |
| PC11. demonstrate the appropriate disposal process for expired/outdated/near expiry drugs, medical devices & consumables | - | - | - | - |
| PC12. organize and arrange drugs, medical devices & consumables in the set-up in a readily retrievable manner | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, nondurable medical equipment, devices, and supplies | - | - | - | - |
| PC14. maintain associated records of inventory | - | - | - | - |
| PC15. ensure proper and safe storage of the stock | - | - | - | - |
| NOS Total | 47 | 40 | 20 | 40 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------------|
| NOS Code | HSS/N5140 |
| NOS Name | Manage inventory at healthcare set up |
| Sector | Healthcare |
| Sub-Sector | Healthcare Management |
| Occupation | Patient Care Services |
| NSQF Level | 3 |
| Credits | 3.5 |
| Version | 1.0 |
| Last Reviewed Date | 30/04/2024 |
| Next Review Date | 30/04/2029 |
| NSQF Clearance Date | 30/04/2024 |

Qualification Pack

HSS/N9624: Maintain a safe and secure working environment

Description

This OS unit is about the ensuring a safe and secure working environment

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

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

- PC1.** identify potential hazards of safe work practices
- PC2.** use various hospital codes for emergency situations
- PC3.** comply with safety, and security procedures within the defined scope of competence and authority
- PC4.** provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work
- PC5.** follow organizations' procedures related to any emergency efficiently
- PC6.** report any identified breaches in health, safety, and security procedures to the designated person
- PC7.** complete any health and safety records accurately

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.** how to identify safety and security hazards
- KU3.** the importance of identifying individual responsibilities in relation to maintaining workplace safety and security requirements
- KU4.** the relevant up-to-date information on safety, and security that applies to the workplace
- KU5.** how to report any emergency
- KU6.** various hospital codes for emergency situations
- KU7.** how to create safety records and maintain them
- KU8.** concept of first aid and BLS
- KU9.** the importance of raising alarm about hazards for safety of others

Generic Skills (GS)

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

Qualification Pack

- GS1.** read and understand organization policies and procedures
- GS2.** prepare status and progress reports
- GS3.** • communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS7.** analyze the seriousness of hazards

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Workplace safety and security</i> | 10 | 10 | - | 10 |
| PC1. identify potential hazards of safe work practices | - | - | - | - |
| PC2. use various hospital codes for emergency situations | - | - | - | - |
| PC3. comply with safety, and security procedures within the defined scope of competence and authority | - | - | - | - |
| PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work | - | - | - | - |
| PC5. follow organizations' procedures related to any emergency efficiently | - | - | - | - |
| PC6. report any identified breaches in health, safety, and security procedures to the designated person | - | - | - | - |
| PC7. complete any health and safety records accurately | - | - | - | - |
| NOS Total | 10 | 10 | - | 10 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N9624 |
| NOS Name | Maintain a safe and secure working environment |
| Sector | Healthcare |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | 30/04/2024 |
| Next Review Date | 30/04/2029 |
| NSQC Clearance Date | 30/04/2024 |

Qualification Pack

HSS/N9622: Follow sanitization and infection control guidelines

Description

This OS unit is about following ways for sanitization to prevent the spread of infection as per sectoral working requirements.

Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and information gathering
- Mental and emotional wellbeing

Elements and Performance Criteria

Social distancing practices

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

- PC1.** maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.
- PC2.** carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

Personal and workplace hygiene

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

- PC3.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.
- PC4.** follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.
- PC5.** clean and disinfect all materials/supplies before and after use.

Waste disposal methods

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

- PC6.** segregate waste as per guidelines
- PC7.** dispose waste as per guidelines

Reporting and information gathering

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

- PC8.** keep abreast of the latest information and guidelines from reliable sources.
- PC9.** report signs and symptoms related to illness of self and others immediately to appropriate authority

Mental and emotional wellbeing

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

Qualification Pack

PC10. seek help and guidance in case of stress and anxiety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** solid waste management Rules 2016
- KU2.** significance of personal hygiene practice including hand hygiene
- KU3.** social distancing norms
- KU4.** correct method of donning and doffing of PPE
- KU5.** significance of appropriate waste disposal methods and organizational and national waste management principles and procedures
- KU6.** ways to handle waste appropriately to reduce the risk of contamination
- KU7.** the logistics of waste management
- KU8.** the current national legislation, guidelines, local policies, and protocols related to work
- KU9.** ways to manage infectious risks in the workplace
- KU10.** the path of disease transmission
- KU11.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU12.** the types of cleaning agents
- KU13.** symptoms of infections like fever, cough, redness, swelling and inflammation
- KU14.** signs of stress and anxiety

Generic Skills (GS)

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

- GS1.** write formal and informal letters/emails, memos, reports, etc
- GS2.** read and interpret internal communications correctly
- GS3.** communicate the information effectively during interactions
- GS4.** analyze situations and make appropriate decisions
- GS5.** prioritize, organize, and accomplish work within prescribed timelines

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Social distancing practices</i> | 5 | 3 | - | - |
| PC1. maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc. | - | - | - | - |
| PC2. carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc. | - | - | - | - |
| <i>Personal and workplace hygiene</i> | 4 | 4 | - | - |
| PC3. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc. | - | - | - | - |
| PC4. follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc. | - | - | - | - |
| PC5. clean and disinfect all materials/supplies before and after use. | - | - | - | - |
| <i>Waste disposal methods</i> | 3 | 2 | - | - |
| PC6. segregate waste as per guidelines | - | - | - | - |
| PC7. dispose waste as per guidelines | - | - | - | - |
| <i>Reporting and information gathering</i> | 3 | 2 | - | - |
| PC8. keep abreast of the latest information and guidelines from reliable sources. | - | - | - | - |
| PC9. report signs and symptoms related to illness of self and others immediately to appropriate authority | - | - | - | - |
| <i>Mental and emotional wellbeing</i> | 2 | 2 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. seek help and guidance in case of stress and anxiety | - | - | - | - |
| NOS Total | 17 | 13 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | HSS/N9622 |
| NOS Name | Follow sanitization and infection control guidelines |
| Sector | Healthcare |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | 30/04/2024 |
| Next Review Date | 30/04/2029 |
| NSQC Clearance Date | 30/04/2024 |

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

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 basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC4. speak with others using some basic English phrases or sentences | - | - | - | - |
| <i>Communication Skills</i> | 1 | 1 | - | - |
| PC5. follow good manners while communicating with others | - | - | - | - |
| PC6. work with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| PC7. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC8. report any issues related to sexual harassment | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 3 | 4 | - | - |
| PC9. use various financial products and services safely and securely | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. calculate income, expenses, savings etc. | - | - | - | - |
| PC11. approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| <i>Essential Digital Skills</i> | 4 | 6 | - | - |
| PC12. operate digital devices and use its features and applications securely and safely | - | - | - | - |
| PC13. use internet and social media platforms securely and safely | - | - | - | - |
| <i>Entrepreneurship</i> | 3 | 5 | - | - |
| PC14. identify and assess opportunities for potential business | - | - | - | - |
| PC15. identify sources for arranging money and associated financial and legal challenges | - | - | - | - |
| <i>Customer Service</i> | 2 | 2 | - | - |
| PC16. identify different types of customers | - | - | - | - |
| PC17. identify customer needs and address them appropriately | - | - | - | - |
| PC18. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 1 | 3 | - | - |
| PC19. create a basic biodata | - | - | - | - |
| PC20. search for suitable jobs and apply | - | - | - | - |
| PC21. identify and register apprenticeship opportunities as per requirement | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0101 |
| NOS Name | Employability Skills (30 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 2 |
| Credits | 1 |
| Version | 1.0 |
| Last Reviewed Date | 29/09/2022 |
| Next Review Date | 29/09/2025 |
| NSQC Clearance Date | 29/09/2022 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass 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.)

Qualification Pack

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N5138.Maintain proper functioning of the healthcare set up | 130 | 120 | 80 | 80 | 410 | 30 |
| HSS/N5139.Prepare procedure area and patient under guidance of healthcare professional | 126 | 87 | 50 | 70 | 333 | 30 |
| HSS/N5140.Manage inventory at healthcare set up | 47 | 40 | 20 | 40 | 147 | 20 |
| HSS/N9624.Maintain a safe and secure working environment | 10 | 10 | - | 10 | 30 | 5 |
| HSS/N9622.Follow sanitization and infection control guidelines | 17 | 13 | - | - | 30 | 5 |
| DGT/VSQ/N0101.Employability Skills (30 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 350 | 300 | 150 | 200 | 1000 | 100 |

Qualification Pack

Acronyms

| | |
|-------------|---|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| AIDS | Acquired Immune Deficiency Syndrome |
| HIV | Human Immuno-deficiency Virus |
| IV | Intravenous |
| HMIS | Hospital Management Information System |
| HIV | Human Immunodeficiency Virus |
| MLC | Medico Legal Case |
| MTP | Medical Termination of Pregnancy |

Qualification Pack

Glossary

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

Qualification Pack

| | |
|---|--|
| 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. |