

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTH CARE

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

## Qualifications Pack- Neurophysiology Technology Assistant

**SECTOR/S:** ALLIED HEALTHCARE

**SUB-SECTOR:** Allied Health & Paramedics

**OCCUPATION:** Diagnostic

**REFERENCE ID:** HSS/Q0801

**ALIGNED TO:** NCO-2015/NIL

**Brief Job Description:** A Neurophysiology Technology Assistant performs tests and assists physicians in the diagnosis and evaluation of diseases of the brain, peripheral and autonomic nervous system and sleep disorders using electronic testing equipment. A neurophysiology technology assistant is not expected to/should not discuss the findings of the studies with the patient, counsel the patient in any way regarding further tests or treatment options, insert needle electrodes into the muscles or around the nerves and write the impression of the studies or attempt to report findings

**Personal Attributes:** The job requires individuals to have good communication, time management skills and ability to work in a multidisciplinary team environment. The individual should possess key qualities such as confidence, maturity, compassion, patient centricity. He/she should exhibit good coordination skills, ethical behavior and deal empathetically with patients. The trainee should have a sound knowledge of operating computers

Job Details	<b>Qualifications Pack Code</b>	<b>HSS/Q0801</b>		
	<b>Job Role</b>	<b>Neurophysiology Technology Assistant</b> (Applicable for National Scenarios)		
	<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>29/05/2019</b>
	<b>Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
	<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2022</b>
	<b>NSQC Clearance on</b>	<b>NA</b>		

Job Role	Neurophysiology Technology Assistant
<b>Role Description</b>	A Neurophysiology Technology Assistant assists in performing tests related to diagnosis and evaluation of diseases of the brain, peripheral and autonomic nervous system using electronic testing equipment.
<b>NSQF Level</b>	4
<b>Minimum Educational Qualifications</b>	12 <sup>th</sup> Standard (Science)
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Prerequisite License or Training</b>	Not Applicable
<b>Minimum Job Entry Age</b>	18 Years
<b>Experience</b>	Not Applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">HSS/N0801 Carry out electroencephalography and video electroencephalography</a></li> <li>2. <a href="#">HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography</a></li> <li>3. <a href="#">HSS/N0803 Carry out evoked potentials studies</a></li> <li>4. <a href="#">HSS/N0804 Perform basic maintenance of neurophysiology equipment</a></li> <li>5. <a href="#">HSS/N9615 Maintain a professional relationship with patients, colleagues and others</a></li> <li>6. <a href="#">HSS/N9616 Maintain professional &amp; medico-legal conduct</a></li> <li>7. <a href="#">HSS/N9617 Maintain a safe, healthy and secure working environment</a></li> <li>8. <a href="#">HSS/N9618 Follow infection control policies &amp; procedures including biomedical waste disposal protocols</a></li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units

Definitions

Keywords/ Terms	Description
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria 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 OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
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.
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	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need 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	Core skills or generic skills 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. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electroencephalography	Electroencephalography (EEG) is an electrophysiological monitoring method to record electrical activity of the brain. It is typically noninvasive, with the electrodes placed along the scalp, although invasive electrodes are sometimes used such as in electrocorticography.
Evoked Potential	An evoked potential is an electrical potential recorded from the nervous system following presentation of visual, auditory or sensory stimulus. These potentials provide information regarding the status of the respective neural structures and pathways.
Electromyography	Electromyography (EMG) is an electrodiagnostic technique for evaluating and recording the electrical activity produced by skeletal muscles.
Nerve Conduction Study	Motor and sensory nerves are stimulated by electric current and the response is recorded from the muscle or sensory nerve at another site along the same nerve, respectively.
Keywords/ Terms	Description
NOS	National Occupational Standard(S)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(S)
NSQF	National Skills Qualification Framework
OS	Occupational Standard(S)
EEG	Electroencephalography
NCS	Nerve Conduction Study
EMG	Electromyography
EP	Evoked Potential
VER	Visual Evoked Response
BAER	Brainstem Auditory Evoked Response
SSER	Somatosensory Evoked Response

HSS/N0801 Carry out electroencephalography and video electroencephalography

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# National Occupational Standard



## Overview

This unit is about performing electroencephalography and video electroencephalography across all age groups and medical conditions.

## HSS/N0801 Carry out electroencephalography and video electroencephalography

National Occupational Standard	<b>Unit Code</b>	HSS/N0801
	<b>Unit Title (Task)</b>	Carry out electroencephalography and video electroencephalography
	<b>Description</b>	This unit is about performing electroencephalography and video electroencephalography across all age groups and medical conditions.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Carry out electroencephalography (EEG)</li> <li>• Carry out video electroencephalography (Video EEG)</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Carry out electroencephalography (EEG)</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. check if the procedure room is suitable for performing electroencephalography with respect to cleanliness, temperature and humidity</p> <p>PC2. check the emergency tray/ crash cart for required resources as per standard protocols</p> <p>PC3. recognize normal components of the EEG and evolution of maturational changes</p> <p>PC4. obtain a brief history of the patient such as any previous history of seizures, duration of the illness, treatment taken and investigation studies performed</p> <p>PC5. check that the patient has relevant documents such as photo ID, insurance card, list of allergies and current medicines, seizure log (if used) and other requirements like containers for contact lenses, glasses</p> <p>PC6. obtain a signed consent form from the patient/ guardian after verifying the patient to carry out the procedure</p> <p>PC7. encourage the patient to ask questions to seek clarity on the procedures</p> <p>PC8. provide pre-procedural instructions to the patient such as precautions related to hair (washing hair with shampoo, without using a conditioner or any other hair care products, such as hairspray or gels), caffeine intake, medicines and supplement consumption, fasting, etc.</p> <p>PC9. maintain a suitable distance from the patient during the procedure</p> <p>PC10. clean/ wash hands before initiating the procedure</p> <p>PC11. create a relaxing environment for the patient</p> <p>PC12. attach 16 to 25 electrodes to the scalp with a special paste or put the cap containing the electrodes as per standard medical procedure</p> <p>PC13. check that the patient remains still once the recording begins, throughout the test</p> <p>PC14. provide breathing instructions to the patient while conducting EEG test Breathing instructions: e.g. take a deep breath for 3 minutes</p>	



**HSS/N0801 Carry out electroencephalography and video electroencephalography**

	<p>PC15. monitor the patient through a window in an adjoining room to observe any movements that can cause an inaccurate reading, such as swallowing or blinking</p> <p>PC16. inform the patient about the photic stimulation where a series of flashes occur at varying frequencies for a few seconds</p> <p>PC17. conduct test on the patient to produce brain wave activity that does not show up while resting e.g. making the patient breathe deeply and rapidly for 3 minutes or exposing to a bright flashlight light</p> <p>PC18. register any abnormal movements, jerking or any abnormal behaviour during the test</p> <p>PC19. follow standard medical and organisational procedures in case of an emergency</p> <p>PC20. remove the electrodes from the scalp following standard medical procedures</p> <p>PC21. soak and clean the electrodes with lukewarm water by following institutional guidelines</p> <p>PC22. follow post-procedure care as per medical standards such as providing rest to sedated patients and instructing patients for the resumption of medication, etc.</p> <p>PC23. save and print the recordings as directed by the attending physician</p> <p>PC24. prepare the procedure room and equipment for the next patient</p>
<p><b>Carry out video electroencephalography (Video EEG)</b></p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC25. record EEG during wakefulness and sleep to get the maximum information from this test</p> <p>PC26. communicate information such as prescribed schedule for taking medicines, medicines to be taken as per the type of ailment, etc. to the patient as per the Standard Operating Procedure</p> <p>PC27. confirm that the patient has avoided drinks containing caffeine such as coke, coffee, etc. one hour before the test</p> <p>PC28. check that the visitors do not touch the dressing on the patient's head, electrodes, wires, the keyboard or the EEG/video monitor</p> <p>PC29. assist the patient when he/she tries to get out of bed or is going to the bathroom</p> <p>PC30. cover the electrodes with a head dressing if necessary or directed by the physician.</p> <p>PC31. provide procedural instructions to the patient, such as to wear the monitor at all times, not to pick, scratch, pull or play with the wires around the head or body and use any plug-in devices</p> <p>PC32. push the event button as soon as any symptoms are observed</p> <p>PC33. remove the dressing and the electrodes after the procedure</p> <p>PC34. clarify any doubts that the patient may have</p>

### HSS/N0801 Carry out electroencephalography and video electroencephalography

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. relevant protocols for obtaining and documenting patient history</li> <li>KA2. organisation data privacy and protection policies and procedures</li> <li>KA3. basic structure and function of the healthcare system in the country</li> <li>KA4. basic structure and function of healthcare facilities available at various levels, clinics, etc.</li> <li>KA5. relevant legislation, standards, policies and procedures followed in the healthcare institute</li> <li>KA6. general healthcare policy goals and priorities</li> <li>KA7. location of supplies in the procedure room that may be needed for the cases and sources of help for various needs</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. relevant basic neuro anatomy and neurophysiology</li> <li>KB2. basic concepts of disorders of nervous system</li> <li>KB3. elements and purpose of obtaining a patient medical history</li> <li>KB4. EEG and video EEG</li> <li>KB5. indications of carrying out the EEG</li> <li>KB6. hardware/ software functioning of the EEG machine</li> <li>KB7. use and limitations of EEG in a range of medical disorders</li> <li>KB8. concept of EEG technology</li> <li>KB9. physiological basis of EEG signals</li> <li>KB10. requirements of specific recording environments e.g. intensive care unit, long term EEG monitoring, clinical neurophysiology support for epilepsy surgery</li> <li>KB11. procedure to attach electrodes such as accurately measuring and marking the placement position for each electrode</li> <li>KB12. materials and techniques for optimal electrode site preparation</li> <li>KB13. how to engage with both internal and external specialists for support in order to resolve incidents and service requests</li> </ul>
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. document call logs, reports, task lists, and schedules with co-workers</li> <li>SA2. prepare status and progress reports</li> <li>SA3. record patients' discussions in the call logs</li> <li>SA4. write memos and email to patients, co-workers and vendors to provide them with work updates and to request appropriate information without English language errors</li> </ul>



## HSS/N0801 Carry out electroencephalography and video electroencephalography

	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA5. read and extract relevant information about new products and services from organizational and external sources such as websites and blogs</li> <li>SA6. read and correctly interpret brochures, pamphlets and product information sheets to keep abreast with the latest professional knowledge</li> <li>SA7. read and correctly interpret comments, suggestions and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA8. discuss task lists, schedules and work-loads with co-workers</li> <li>SA9. question patients appropriately in order to understand the nature of the problem and make a diagnosis</li> <li>SA10. give clear instructions to patients</li> <li>SA11. keep patients informed about progress</li> <li>SA12. avoid using jargon, slang or acronyms when communicating with a patient, unless it is required</li> </ul>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. make timely decisions pertaining to the concerned area of work following organizational policy and standard procedures</li> <li>SB2. recognize problems in one's area of work and highlight to the appropriate authority</li> <li>SB3. make decisions about electrode placement when adjustments need to be made</li> </ul>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB4. utilize the updated system of electrode placement</li> <li>SB5. plan to use materials and techniques to assure optimal electrode site preparation while minimizing patient's discomfort</li> <li>SB6. place stimulator/head boxes to ensure accessibility and safety</li> <li>SB7. plan and organize service feedback files/documents</li> </ul>
	<b>Patient Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB8. manage the relationship with patients in stress and other anxieties</li> <li>SB9. show respect for patients and colleagues as individuals by showing sensitivity to their age, culture, disabilities, ethnicity, gender, socioeconomic background, religious beliefs, political affiliations and sexual orientation</li> <li>SB10. demonstrate traits of ethical behavior such as integrity, professional conduct,</li> </ul>

**HSS/N0801 Carry out electroencephalography and video electroencephalography**

	<p>confidentiality etc. in delivering patient care</p> <p>SB11. apply and demonstrate clinical behavior as in core neurological competencies</p> <p>SB12. adhere to and implement updated guidelines for patient safety</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. think through the problem, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s)</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. analyze and integrate collected information to perform the appropriate study, meet patient’s special requirements and determine testing parameters/ procedures</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB16. demonstrate critical thinking skills to include but not limited to electrode positioning, troubleshooting, interaction with other medical personnel, etc.</p> <p>SB17. use alternative materials in place of the missing supplies</p>



**HSS/N0801 Carry out electroencephalography and video electroencephalography**

**NOS Version Control**

<b>NOS Code</b>	<b>HSS/N0801</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>29/05/2019</b>
<b>Industry Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2022</b>



HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography

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# National Occupational Standard



## Overview

This unit covers skills and knowledge required to perform nerve conduction studies and assist the physician in preparing the patient for NCS (Nerve Conduction Study) and EMG (Electromyography).

## HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography

National Occupational Standard	<b>Unit Code</b>	HSS/N0802
	<b>Unit Title (Task)</b>	Carry out nerve conduction studies and prepare the patient for electromyography
	<b>Description</b>	This unit covers skills and knowledge required to perform nerve conduction studies and assist the physician in preparing the patient for NCS (Nerve Conduction Study) and EMG (Electromyography).
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Prepare the patient for NCS/ EMG Nerve Conduction Studies(NCS)/ Electromyography (EMG)</li> <li>• Manage the patient during the Nerve Conduction Studies(NCS)/ Electromyography (EMG)</li> <li>• Carry out post-procedure activities</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Prepare the patient for NCS/ EMG Nerve Conduction Studies (NCS)/ Electromyography (EMG)</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain appropriate patient history of numbness, tingling, pain and/or weakness etc. on detection of decreased sensation, reflex abnormalities, weakness and/or atrophy</p> <p>PC2. explain the procedure to the patient while clarifying their doubts</p> <p>PC3. obtain a signed consent form from the patient for permission to start the procedure</p> <p>PC4. monitor the body temperature of the patient before and during the procedure</p> <p>PC5. obtain information about patient’s medicine and other herbal supplement intakes</p> <p>PC6. ensure that the patient removes any clothing, jewelry, hairpins, eyeglasses, hearing aids, or other metal objects that may interfere with the procedure</p> <p>PC7. prepare the client suitably for the procedure by providing relevant clothing</p> <p>PC8. check to ensure there is no usage of lotions or oils for a few days prior to the procedure by the patient</p> <p>PC9. instruct the patient not to fast unless suggested by the physician</p> <p>PC10. inform the patient about what to expect during the NCV and EMG procedures including the need for sedation, minor discomforts such as mild and brief electrical shocks</p>	
<b>Manage the patient during the Nerve Conduction Studies(NCS)/</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. ensure the patient is sedated as per standard procedures</p> <p>PC12. position the patient according to the physician’s direction</p> <p>PC13. assist the physician in locating the nerve(s) to be studied</p>	



## HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography

<b>Electromyography (EMG)</b>	<p>PC14. attach a recording electrode to the skin over the nerve, using the special paste as per standard medical procedure</p> <p>PC15. place a stimulating electrode away from the recording electrode at the standard distance of 8 cm unless specific study has different requirements</p>
<b>Carry out post-procedure activities</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. remove the paste attached to the skin as per medical standards</p> <p>PC17. apply ice or a cold pack on the area for 10 to 20 minutes at a time</p> <p>PC18. provide an analgesic as instructed by the physician</p> <p>PC19. instruct the patient to avoid immediate strenuous activities after the procedure</p> <p>PC20. measure the amplitude of the negative phase of evoked motor response/CMAP (Compound Muscle Action Potential)</p> <p>PC21. save, record and take a printout of all final waveforms and hand over to the attending physician</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant protocols for obtaining and documenting patient history</p> <p>KA2. organisational data privacy, protection policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country</p> <p>KA4. basic structure and function of healthcare facilities available at various levels, clinics, etc.</p> <p>KA5. relevant legislation, standards, policies and procedures followed in the healthcare institute</p> <p>KA6. general healthcare policy goals and priorities</p> <p>KA7. location of supplies in the neurophysiology laboratory that may be needed for the cases and sources of help for various needs</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant basic neuro anatomy and neurophysiology</p> <p>KB2. basic concepts of disorders of nervous system</p> <p>KB3. physiology of nerve conduction, neuromuscular transmission and excitation-contraction mechanisms in muscle</p> <p>KB4. clinical presentation and pathophysiology of diseases of the peripheral nerves, neuromuscular junction and muscles</p> <p>KB5. techniques for the study of peripheral nerves including sensory, motor and F wave studies, H reflex, repetitive nerve stimulation and blink reflex.</p> <p>KB6. adaptations necessary for particular patient groups or difficult recording situations</p> <p>KB7. normal values, including anatomical variants; effects of age, temperature, height and co-morbid conditions</p>

## HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography

	<p>KB8. use of internal controls e.g. the opposite limb in contralateral conditions</p> <p>KB9. elements and purpose of obtaining patient medical history</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record patients' discussions in the call logs</p> <p>SA4. write memos and email to patients, co-workers and vendors to provide them with work updates and to request appropriate information without English language</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and extract relevant information about new products and services from organizational and external sources such as websites and blogs</p> <p>SA6. read and correctly interpret brochures, pamphlets and product information sheets to keep abreast with the latest professional knowledge</p> <p>SA7. read and correctly interpret comments, suggestions and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules and work-loads with co-workers</p> <p>SA9. question patients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to patients</p> <p>SA11. keep patients informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a patient, unless it is required</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make timely decisions pertaining to the concerned area of work following organizational policy and standard procedures</p> <p>SB2. recognize problems in one's area of work and highlight to the appropriate authority</p> <p>SB3. make decisions about electrode placement when adjustments need to be made</p>
	<b>Plan and Organize</b>

## HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. utilize the updated system of electrode placement</p> <p>SB5. plan to use materials and techniques to assure optimal electrode site preparation while minimizing patient's discomfort</p> <p>SB6. place stimulator/head boxes to ensure accessibility and safety</p> <p>SB7. plan and organize service feedback files/ documents</p>
	<p><b>Patient Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. manage relationship with patients in stress and other anxieties</p> <p>SB9. show respect for patients and colleagues as individuals by showing sensitivity to their age, culture, disabilities, ethnicity, gender, socioeconomic background, religious beliefs, political affiliations and sexual orientation</p> <p>SB10. demonstrate traits of ethical behavior such as integrity, professional conduct, confidentiality etc. in delivering patient care</p> <p>SB11. adhere to and implement updated guidelines for patient safety</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. analyze and integrate collected information to perform appropriate study that meets patient's special requirements and determines testing parameters/procedures</p>
	<p><b>Critical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. apply, analyze and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p> <p>SB15. demonstrate critical thinking skills to include but not limited to electrode positioning, troubleshooting, interaction with other medical personnel, etc.</p> <p>SB16. use alternative materials in place of the missing supplies</p>

**HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography**

**NOS Version Control**

NOS Code	HSS/N0802		
Credits	TBD	Version number	1.0
Industry	Allied Healthcare	Drafted on	29/05/2019
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	29/05/2019
Occupation	Diagnostic	Next review date	29/05/2022



HSS/N0803

Carry out evoked potentials studies

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# National Occupational Standard



## Overview

This unit covers the skills and knowledge required to be able to carry out various evoked potential studies and appreciate when these tests may be used.



**HSS/N0803**

**Carry out evoked potentials studies**

National Occupational Standard	<b>Unit Code</b>	HSS/N0803
	<b>Unit Title (Task)</b>	Carry out evoked potential studies
	<b>Description</b>	This unit covers the skills and knowledge required to be able to carry out various Evoked Potential studies and appreciate when these tests may be used.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Prepare the patient for the evoked potential studies</li> <li>• Carry out visual evoked potential test</li> <li>• Carry out brainstem auditory evoked potential test</li> <li>• Carry out the somatosensory evoked potential test</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Prepare the patient for the evoked potential studies</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. obtain a signed consent form from the patient/ guardian to carry out the procedure</li> <li>PC2. provide pre-procedural instructions to the patient such not to fast, no sedation required, washing hair without using conditioner or hairsprays, any other specific preparation after consulting with attending physician, etc.</li> <li>PC3. obtain information from the patient or significant others about all medicines (prescription and over-the-counter) and herbal supplements being used by the patient</li> <li>PC4. make the patient comfortable</li> <li>PC5. measure and mark the head to ensure accurate placement of the electrodes on the scalp</li> <li>PC6. set up a stimulus and recording apparatus to elicit a reproducible visual</li> </ul>
	<b>Carry out visual evoked potential test</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC7. position the patient on the chair as per standards eg. about 3 feet away from a TV screen</li> <li>PC8. clean the scalp points where the electrodes need to be attached using a special adhesive on the scalp as per standard medical procedures</li> <li>PC9. ensure that the hair and scalp is free of oil and hairspray</li> <li>PC10. apply a patch to cover the eye that is not being tested</li> <li>PC11. ensure that the patient is focusing their gaze on a dot at the center of the TV screen when displaying a visual stimulus (usually a rapidly moving checkerboard)</li> <li>PC12. record the activities in the optic nerve and brain, testing each eye at least twice</li> </ul>
	<b>Carry out brainstem</b>	To be competent, the user/individual on the job must be able to:

**HSS/N0803**

**Carry out evoked potentials studies**

<p><b>auditory evoked potential test</b></p>	<p>PC13. ensure to make the patient sit in a soundproof room</p> <p>PC14. attach the electrodes to the top of the patient’s head including the earlobe being tested and put headphones on them</p> <p>PC15. produce a series of clicking sounds to be delivered through the headphones to each ear successively, by using a 100 usec rectangular pulse (single monophasic square wave), a standard audiometric ear speaker having a relative flat frequency spectrum</p> <p>PC16. record the signals produced by the patient’s brain in response to the clicks</p> <p>PC17. ensure to test each ear twice</p>
<p><b>Carry out the somatosensory evoked potential test</b></p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC18. ensure the patient is comfortable</p> <p>PC19. ensure patients and his/ her significant others are informed about the procedure</p> <p>PC20. ensure the patient is not using any oil, creams or lotions on the arms or legs on the day of the procedure</p> <p>PC21. attach the recording electrodes to the scalp and neck, wrist, lower back and back of the knee as per standard medical procedure</p> <p>PC22. place the stimulating electrodes over the ankle as per standard medical procedures</p> <p>PC23. deliver mild, painless electrical shocks to the stimulating electrodes for about 2 minutes at a time</p> <p>PC24. measure and record the brain’s response to the electrical stimulus by the recording electrodes</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company/organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant protocols for obtaining and documenting patient history</p> <p>KA2. organisational data privacy and protection policies and procedures</p> <p>KA3. basic structure and function of the healthcare system in the country and healthcare facilities available at various levels, clinics, etc.</p> <p>KA4. relevant legislation, standards, policies and procedures followed in the healthcare institute</p> <p>KA5. general healthcare policy goals and priorities</p> <p>KA6. location of supplies in the neurophysiology laboratory that may be needed for the cases and sources of help for various needs</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant basic neuro anatomy and neurophysiology</p> <p>KB2. basic concepts of disorders of nervous system</p> <p>KB3. technical aspects of pattern reversal and flash visual stimulation</p> <p>KB4. technical aspects of recording, including averaging methods</p>

HSS/N0803

Carry out evoked potentials studies

	<p>KB5. technical difficulties of recording with children and adults in a variety of circumstances, including the intensive care unit</p> <p>KB6. anatomical generators of evoked potentials and the basis for determining these generators</p> <p>KB7. measurement of latency, amplitude and polarity in normal subjects and the effect of altering stimulus parameters</p> <p>KB8. physiological basis for alteration in evoked potential response</p> <p>KB9. amplitude and latency in demyelinating and degenerative pathological</p> <p>KB10. processes affecting the central and peripheral nervous system</p> <p>KB11. sensitivity and specificity of evoked potential abnormalities for the diagnosis of multiple sclerosis and changes expected in other demyelinating, degenerative, traumatic or vascular nervous system diseases</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record patients' discussions in the call logs</p> <p>SA4. write memos and email to patients, co-workers and vendors to provide them with work updates and to request appropriate information without English language errors</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and correctly interpret information about new products and services from organization communication materials and external forums such as websites and blogs</p> <p>SA6. read and extract relevant information from brochures, pamphlets and product information sheets to keep abreast with the latest professional knowledge</p> <p>SA7. read and accurately interpret comments, suggestions and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules and work-loads with co-workers</p> <p>SA9. question patients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to patients</p>	

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Carry out evoked potentials studies

	<p>SA11. keep patients informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a patient, unless it is required</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. make effective use of information technology for both patient care and administrative support
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organize service feedback files/documents
	SB3. ensure implementation of up-to-date procedures and policies
	SB4. use, dispose and store hazardous materials following relevant regulation and professional guidelines
	<b>Patient Centricity</b>
	The user/individual on the job needs to know and understand how to:
SB5. manage the relationship with patients in stress and other anxieties	
SB6. show respect for patients and colleagues as individuals by showing sensitivity to their age, culture, disabilities, ethnicity, gender, socioeconomic background, religious beliefs, political affiliations and sexual orientation	
SB7. demonstrate traits of ethical behavior such as integrity, professional conduct, confidentiality, etc. in delivering patient care	
<b>Problem Solving</b>	
The user/individual on the job needs to know and understand how to:	
SB8. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)	
<b>Analytical Thinking</b>	
The user/individual on the job needs to know and understand how to:	
SB9. analyze and integrate collected information to perform the appropriate study, meet patient's special requirements	
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to:	
SB10. recognize contraindications for MEPs (Motor Evoked Potentials) such as epilepsy, cardiac pacemaker, intracranial implants	
SB11. apply the information gathered through observation, experience and communication, as a guide to thought and action	

HSS/N0803

Carry out evoked potentials studies

## NOS Version Control

NOS Code	HSS/N0803		
Credits	TBD	Version number	1.0
Industry	Allied Healthcare	Drafted on	29/05/2019
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	29/05/2019
Occupation	Diagnostic	Next review date	29/05/2022





HSS/N0804 Perform basic maintenance of neurophysiology equipment

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# National Occupational Standard



## Overview

This unit describes the skills and knowledge required to care for and maintain neurophysiology equipment.

## HSS/N0804 Perform basic maintenance of neurophysiology equipment

National Occupational Standard	<b>Unit Code</b>	HSS/N0804
	<b>Unit Title (Task)</b>	Perform basic maintenance of neurophysiology equipment
	<b>Description</b>	This unit describes the skills and knowledge required to care for and maintain neurophysiology equipment.
	<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Perform preventive and annual maintenance</li> <li>Repair faulty equipment in accordance with organizational policies and procedures and manufacturer's instructions</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Perform preventive and annual maintenance</b>	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. identify the range and purpose of neurophysiology equipment</li> <li>PC2. set up, check and maintain equipment in accordance with organizational policies, procedures and manufacturer's specifications</li> <li>PC3. identify maintenance procedures and appropriate documentation for each equipment</li> <li>PC4. follow procedures for timely set-up, trouble-shooting, shut-down, cleaning and storage of neurophysiology equipment</li> <li>PC5. complete care and maintenance of equipment required, prior to use, including sterilization</li> <li>PC6. calibrate all electro-encephalography equipment accurately</li> <li>PC7. identify and correct minor equipment problems</li> <li>PC8. report hazardous, damaged or faulty equipment to concerned authority following laid down procedures</li> <li>PC9. complete, review and update the documentation in accordance with organizational policies and procedures, relevant standards and manufacturer's guidelines</li> </ul>
	<b>Repair faulty equipment in accordance with organizational policies and procedures and manufacturer's instructions</b>	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> <li>PC10. identify and label faulty equipment accurately</li> <li>PC11. complete documentation of breakdown and/or maintenance</li> <li>PC12. ensure equipment repair is completed</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. organisation's standard operating procedures relevant to own area of</li> </ul>

### HSS/N0804 Perform basic maintenance of neurophysiology equipment

<p>(Knowledge of the company/organization and its processes)</p>	<p>work</p> <p>KA2. relevant legislation, standards, policies and procedures followed in the company</p> <p>KA3. boundaries of responsibilities and escalation matrix including supervisor, physician or other appropriate health professionals</p> <p>KA4. policies and procedures including those of OHS (Occupational Health and Safety) and infection control</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. features of various equipments like pen/galvanometer alignment, sensitivity and linearity, pen/galvanometer centering, electrical and mechanical centering, damping, chart speed and time markers, time constants / low frequency filters, high frequency filters, noise levels and line thickness, paper, ink and disc storage, common mode rejection, faulty leads, blown globes/fuses, computer hardware and software faults</p> <p>KB2. application of neurophysiology equipment and the contraindications and complications associated with their use</p> <p>KB3. basic concepts of electrical safety requirements</p> <p>KB4. infection control policy and procedures in relation to neurophysiology equipment</p> <p>KB5. medical terminology relevant to care and maintenance of neurophysiology equipment</p> <p>KB6. neurophysiology equipment cleaning, decontamination and sterilization procedures</p> <p>KB7. occupational health and safety procedures in relation to neurophysiology equipment</p> <p>KB8. concepts related to the set-up and operation of neurophysiology equipment</p> <p>KB9. range and use of neurophysiology equipment</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document call logs, reports, task lists and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record patients' discussions in the call logs</p> <p>SA4. write memos and email to patients, co-workers and vendors to provide them with work updates and to request appropriate information without English language errors regarding grammar or sentence construction</p> <p><b>Reading Skills</b></p>

## HSS/N0804 Perform basic maintenance of neurophysiology equipment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and correctly interpret information about new products and services from the organization's Standard Operating Procedures and external forums such as websites and blogs</p> <p>SA6. read and extract relevant information from brochures, pamphlets and product information sheets to keep abreast with the latest professional knowledge</p> <p>SA7. read and accurately interpret comments, suggestions and responses to Frequently Asked Questions (FAQs) posted on the helpdesk portal</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. discuss task lists, schedules and work-loads with co-workers</p> <p>SA9. question patients appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA10. give clear instructions to patients</p> <p>SA11. keep patients informed about progress</p> <p>SA12. avoid using jargon, slang or acronyms when communicating with a patient, unless it is required</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make timely decisions pertaining to the concerned area of work following organizational policy and standard procedures</p> <p>SB2. recognize problems in one's area of work and highlight to the appropriate authority</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize service feedback files/ documents</p> <p>SB4. plan maintenance and inspection schedules for a range of equipment</p> <p>SB5. create an efficient plan for reliable evaluation of new equipment or policy/ procedures</p>
	<p><b>Patient Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. determine the impact of poor calibration or lack of proper equipment maintenance on patients</p> <p>SB7. show respect for patients and colleagues as individuals by showing sensitivity to their age, culture, disabilities, ethnicity, gender, socioeconomic background, religious beliefs, political affiliations and</p>

**HSS/N0804 Perform basic maintenance of neurophysiology equipment**

	sexual orientation
	SB8. demonstrate traits of ethical behavior such as integrity, professional conduct, confidentiality, etc. in delivering patient care
	SB9. adhere to and implement updated guidelines for patient safety
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB11. analyse performance data to determine areas for improvement
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB12. apply, analyze and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	
SB13. critically evaluate new technologies against need, benefits, risks, limitations and other relevant factors to make a recommendation to appropriate authority	
SB14. determine correct metrics to evaluate various equipment and policy/procedure performance	

**HSS/N0804 Perform basic maintenance of neurophysiology equipment**

**NOS Version Control**

<b>NOS Code</b>	<b>HSS/N0804</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>29/05/2019</b>
<b>Industry Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2022</b>

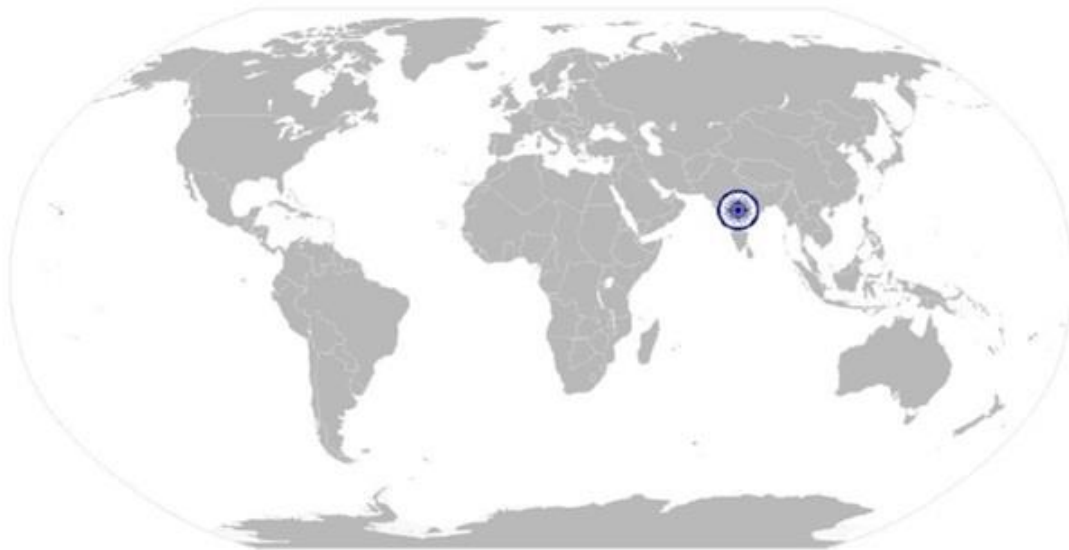




HSS/N9615 Maintain a professional relationship with patients, colleagues and others

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective teamwork.

### HSS/N9615 Maintain a professional relationship with patients, colleagues and others

National Occupational Standard	<b>Unit Code</b>	HSS/N9615
	<b>Unit Title (Task)</b>	Maintain a professional relationship with patients, colleagues and others
	<b>Description</b>	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients and their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
	<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>Communicate and maintain professional behavior with co-workers and patients and their families</li> <li>Work with other people to meet requirements</li> <li>Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Communicate and maintain professional behavior with co-workers and patients &amp; their families</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p>	
<b>Work with other people to meet requirements</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC8. integrate one's work with other people's work effectively</p> <p>PC9. utilize time effectively and pass on essential information to other people on a timely basis</p> <p>PC10. work in a way that shows respect for other people</p> <p>PC11. carry out any commitments made to other people</p> <p>PC12. reason out the failure to fulfill the commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>	
<b>Establish and manage requirements,</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC14. establish, agree and record the work requirements clearly</p>	

**HSS/N9615 Maintain a professional relationship with patients, colleagues and others**

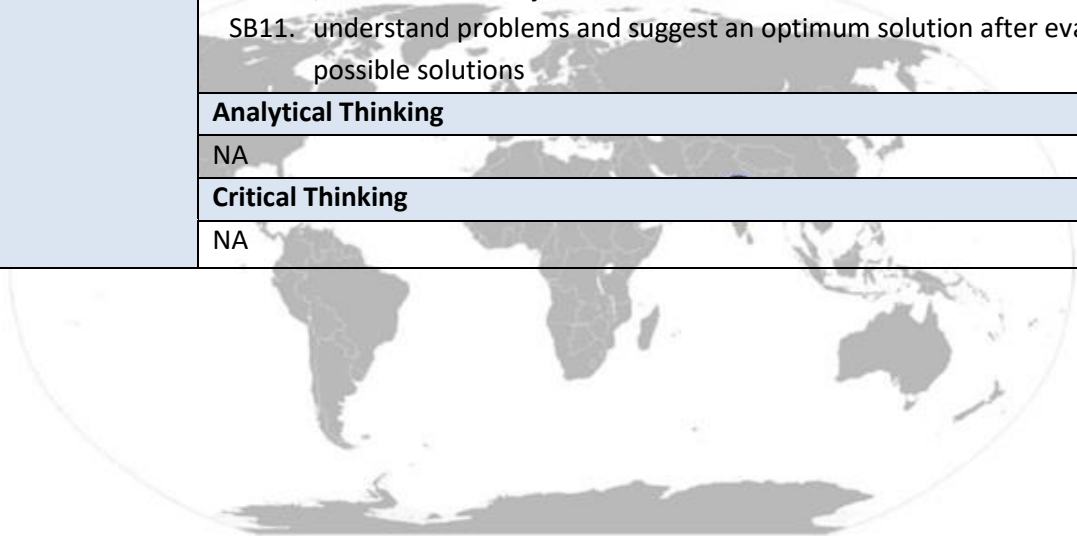
<p><b>planning and organizing work, ensuring accomplishment of the requirements</b></p>	<p>PC15. ensure his/her work meets the agreed requirements          PC16. treat confidential information correctly          PC17. work in line with the organization’s procedures and policies and within the limits of his/ her job role</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b>          (Knowledge of the company/ organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. guidelines on communicating with patients and other individuals</li> <li>KA2. guidelines on maintaining confidentiality and respecting need for privacy</li> <li>KA3. business, mission and objectives of the organization</li> <li>KA4. scope of work of the role</li> <li>KA5. responsibilities and strengths of the team and their importance to the organization</li> <li>KA6. information that is considered confidential to the organization</li> <li>KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis</li> <li>KA8. procedures in the organization to deal with conflict and poor working relationships</li> <li>KA9. relevant policies and procedures of the organization</li> </ul>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. how to communicate effectively (face-to-face, by telephone and in writing)</li> <li>KB2. how to handle stressful or risky situations when communicating with patients and/ or other individuals</li> <li>KB3. when to ask for assistance when situations are beyond one’s competence and authority</li> <li>KB4. how to maintain confidentiality and to respect an individual’s need for privacy</li> <li>KB5. how to ensure that all information provided to individuals is from reliable sources</li> <li>KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination</li> <li>KB7. essential information that needs to be shared with other people</li> <li>KB8. importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis</li> <li>KB9. importance of integrating ones work effectively with others</li> <li>KB10. types of working relationships that help people to work well together and the types of relationships that need to be avoided</li> <li>KB11. types of opportunities an individual may seek out to improve relationships with others</li> <li>KB12. how to deal with difficult working relationships with other people to sort out</li> </ul>

**HSS/N9615 Maintain a professional relationship with patients, colleagues and others**

	<p>KB13. importance of asking the appropriate individual for help when required</p> <p>KB14. importance of planning, prioritizing and organizing, timely work</p> <p>KB15. the importance of clearly establishing a work requirement</p> <p>KB15. importance of being flexible in changing priorities when the importance and urgency comes into play</p> <p>KB16. how to make efficient use of time and to avoid things that may prevent work deliverables from being expedited</p> <p>KB17. importance of keeping the work area clean and tidy</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. write effective communications to share information with the team members and other people outside the team</li> <li>SA2. write at least one local/ official language used in the local community</li> <li>SA3. report progress and results</li> <li>SA4. record problems and resolutions</li> </ul>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA5. read and understand work related documents and information shared by different sources</li> <li>SA6. read organizational policies and procedures</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA7. communicate essential information to colleagues face-to-face or through telecommunication</li> <li>SA8. speak at least one local language</li> <li>SA9. question others appropriately in order to understand the nature of the request or compliant</li> <li>SA10. report progress and results</li> <li>SA11. interact with other individuals</li> <li>SA12. negotiate requirements and revised agreements for delivering them</li> </ul>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</li> </ul>
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>SB2. plan and organize files and documents</li> </ul>

**HSS/N9615 Maintain a professional relationship with patients, colleagues and others**

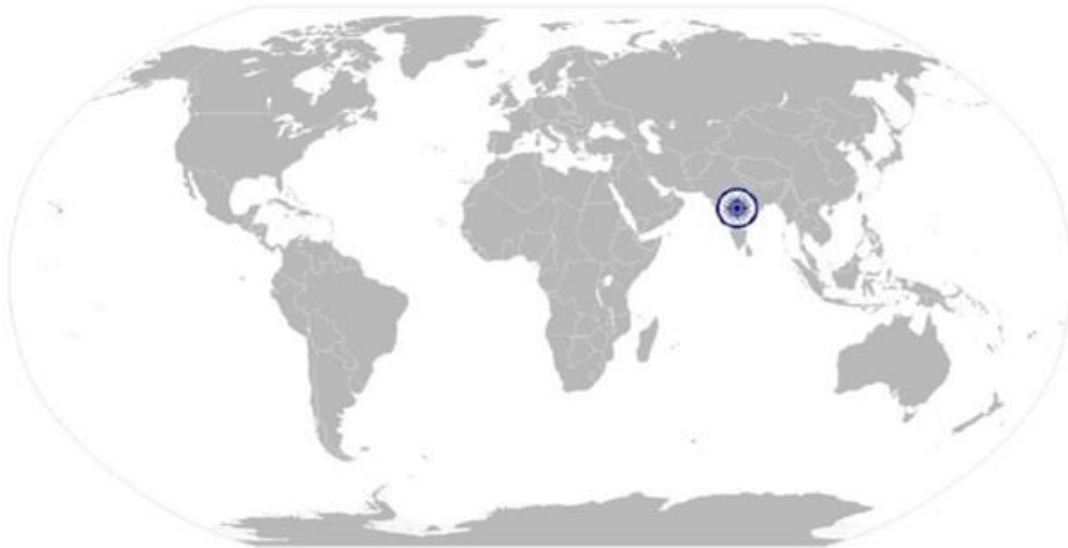
	<b>Patient Centricity</b>
	The user/individual on the job needs to know and understand how to: SB3. be responsive to problems of the individuals SB4. be available to guide, counsel and help individuals when required SB5. be patient and non-judgmental at all times SB6. communicate effectively with patients and their family, physicians and other members of the health care team SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB8. be sensitive to potential cultural differences SB9. maintain patient confidentiality SB10. respect the rights of the patient(s)
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB11. understand problems and suggest an optimum solution after evaluating possible solutions
	<b>Analytical Thinking</b>
	NA
<b>Critical Thinking</b>	
NA	



**HSS/N9615 Maintain a professional relationship with patients, colleagues and others**

**NOS Version Control**

<b>NOS Code</b>	<b>HSS/N9615</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2022</b>



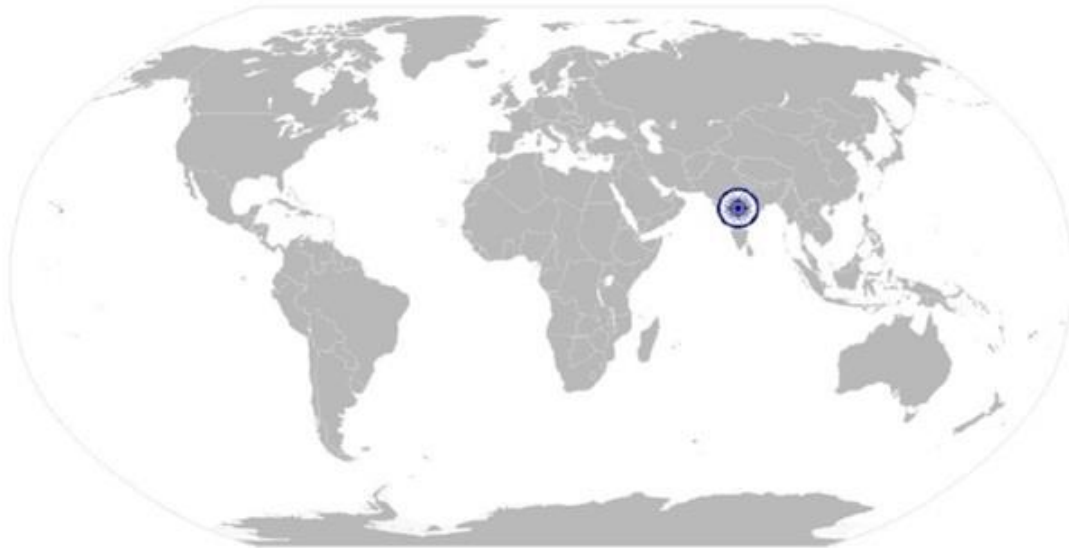


HSS/N9616

Maintain professional & medico-legal conduct

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding, skills required by an individual to recognize boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

**HSS/N9616**

**Maintain professional & medico-legal conduct**

National Occupational Standard	<b>Unit Code</b>	<b>HSS/N9616</b>
	<b>Unit Title (Task)</b>	<b>Maintain Professional &amp; Medico-legal conduct</b>
	<b>Description</b>	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. This is applicable to all Allied Health Professionals working in an organized, regulated environment.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintain professional behaviour</li> <li>• Act within the limit of one’s competence and authority</li> <li>• Follow the code of conduct and demonstrating best practices in the field</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Maintain professional behavior</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. respect patient’s individual values and needs</p> <p>PC2. maintain patient’s confidentiality</p> <p>PC3. meet timelines for each assigned task</p> <p>PC4. respect the patient’s dignity and use polite language to communicate</p> <p>PC5. maintain a professional environment</p>
	<b>Act within the limit of one’s competence and authority</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. work within organizational systems and requirements as appropriate to one’s role</p> <p>PC7. adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC8. maintain competence within one’s role and field of practice</p> <p>PC9. evaluate and reflect on the quality of one’s work and make continuing improvements</p> <p>PC10. use relevant research-based protocols and guidelines as evidence to inform one’s practice</p>
	<b>Follow the code of conduct and demonstrate best practices in the field</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC12. promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC13. identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem</p>

**HSS/N9616 Maintain professional & medico-legal conduct**

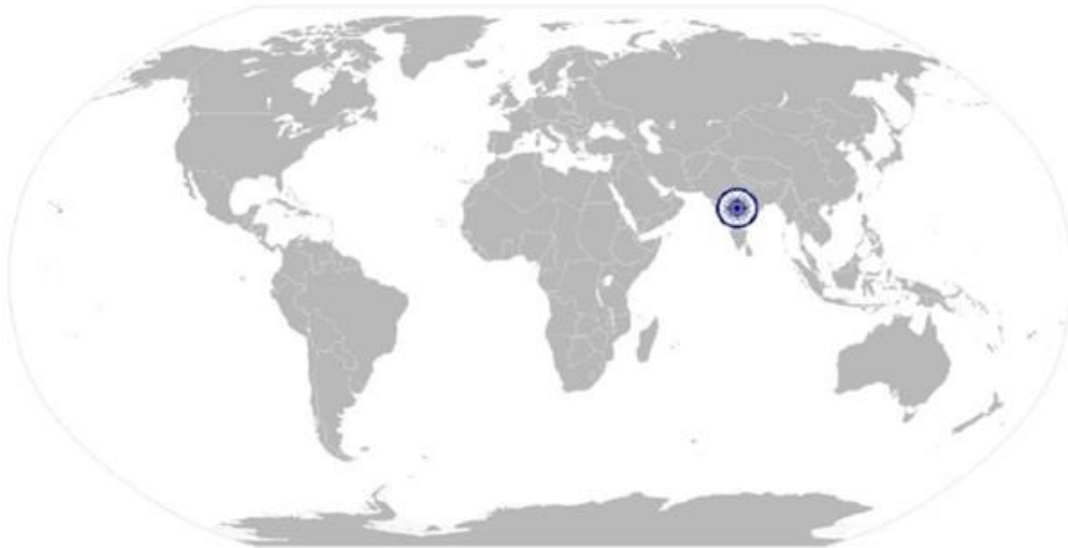
	PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company/organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the relevant legislation, standards, policies and procedures followed in the organization</p> <p>KA2. the medical procedures and functioning of required medical equipment</p> <p>KA3. role and importance of assisting other healthcare providers in delivering care</p> <p>KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA5. personal hygiene measures and handling techniques</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the role and responsibilities of self and others</p> <p>KB2. the importance of working within the limits of one's competence and authority</p> <p>KB3. the importance of personally promoting and demonstrating good practice</p> <p>KB4. the detrimental effects of non-compliance</p> <p>KB5. the importance of intercommunication skills</p> <p>KB6. the legislation, protocols and guidelines affecting one's work</p> <p>KB7. the organizational systems and requirements relevant to one's role</p> <p>KB8. the sources of information and literature to maintain constant access to upcoming research and changes in the field</p> <p>KB9. the difference between direct and indirect supervision and autonomous practice and which combination is most applicable in different circumstances</p> <p>KB10. the importance of individual or team compliance with legislation, protocols and guidelines and organizational systems and requirements</p> <p>KB11. how to report and minimize risks</p> <p>KB12. the principle of meeting the organization's needs and how this should enable one to recognize one's own limitations and when one should seek support from others</p> <p>KB13. one's job role and job responsibility</p> <p>KB14. the job role and responsibilities of co workers</p> <p>KB15. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB16. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization</p> <p>KB17. 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 works as an individual or part of a team</p>

**HSS/N9616 Maintain professional & medico-legal conduct**

	<p>KB18. risks related to quality and safety Risks: working outside the boundaries of competence and authority, not keeping up to date with best practice, poor communication, Insufficient support, Lack of resources</p> <p>KB19. the importance of personal hygiene</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. keep updated with the latest knowledge</p> <p>SA2. read about changes in legislations and organizational policies</p>
	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. document reports, task lists, and schedules</p> <p>SA4. prepare status and progress reports</p> <p>SA5. record daily activities</p> <p>SA6. update other co-workers</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. give clear instructions to patients and co-workers</p> <p>SA9. keep the patient informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a patient</p>	
<b>A. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work in relation to the job role</p> <p>SB2. act decisively by balancing protocols and work at hand</p>
	<b>Plan and Organize</b>
	NA
	<b>Patient Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB5. be sensitive to potential cultural differences</p> <p>SB6. maintain patient confidentiality</p> <p>SB7. respect the rights of the patient(s)</p>
<b>Problem Solving</b>	

**HSS/N9616 Maintain professional & medico-legal conduct**

	NA
	<b>Analytical Thinking</b>
	NA
	<b>Critical Thinking</b>
	NA

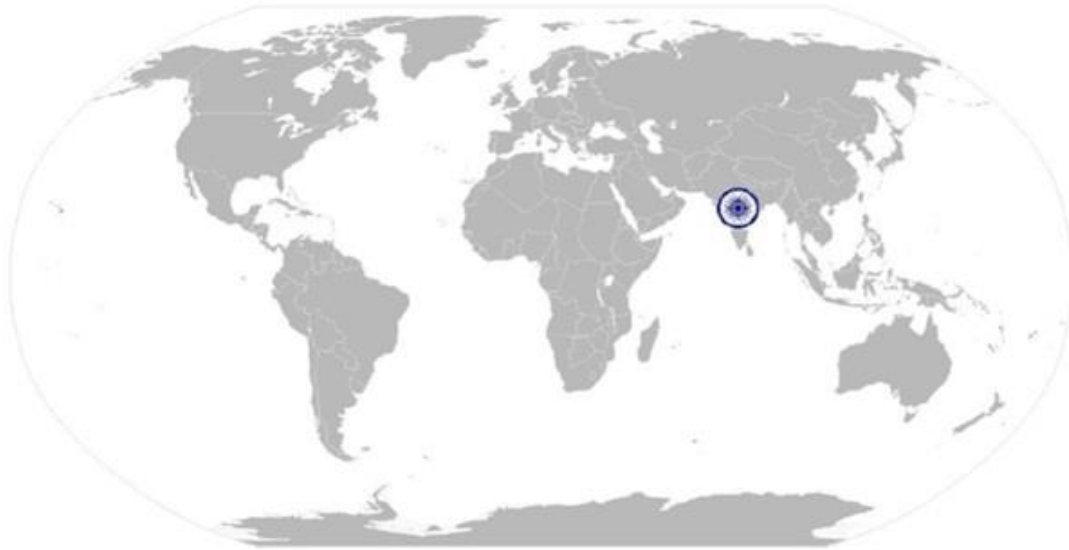


HSS/N9616

Maintain professional & medico-legal conduct

## NOS Version Control

<b>NOS Code</b>	<b>HSS/N9616</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2022</b>

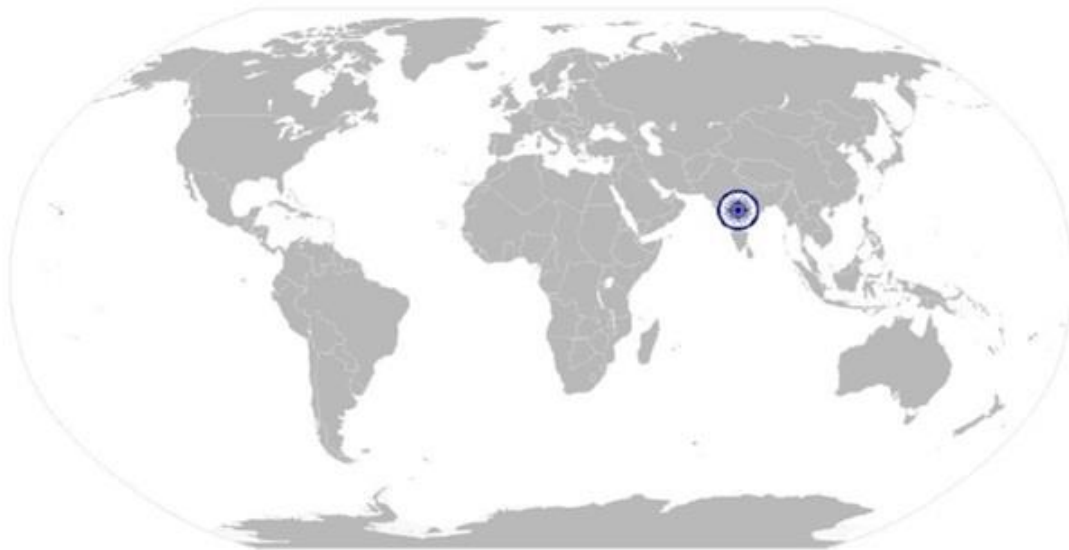




HSS/N9617 Maintain a safe, healthy and secure working environment

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

**HSS/N9617 Maintain a safe, healthy and secure working environment**

National Occupational Standard	<b>Unit Code</b>	<b>HSS/N9617</b>
	<b>Unit Title (Task)</b>	<b>Maintain a safe, healthy and secure working environment</b>
	<b>Description</b>	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions.
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Comply the health, safety and security requirements and procedures for workplace</li> <li>• Handle any hazardous situation with safely, competently and within the limits of authority</li> <li>• Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Comply the health, safety and security requirements and procedures for workplace</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. comply with health, safety and security procedures for the workplace</p> <p>PC3. comply with health, safety and security procedures and protocols for environmental safety</p>	
<b>Handle any hazardous situation with safely, competently and within the limits of authority</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable</p> <p>PC8. follow the organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>	
<b>Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately</p>	

## HSS/N9617 Maintain a safe, healthy and secure working environment

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company/organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. importance of health, safety, and security in the workplace</li> <li>KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace</li> <li>KA3. person(s) responsible for maintaining a healthy, safe and secure workplace</li> <li>KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace</li> <li>KA5. responsibilities of the individual to maintain a safe, healthy and secure workplace</li> <li>KA6. how to report the hazard</li> </ul>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. requirements of health, safety and security in the workplace</li> <li>KB2. how to create safety records and maintaining them</li> <li>KB3. importance of being alert to health, safety, and security hazards in the work environment</li> <li>KB4. common health, safety, and security hazards that affect people working in an administrative role</li> <li>KB5. how to identify health, safety, and security hazards</li> <li>KB6. importance of warning others about hazards and how to do so until the hazard is dealt with</li> </ul>
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. report and record incidents</li> </ul>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA2. read and understand company policies and procedures</li> </ul>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA3. report hazards and incidents with the appropriate level of urgency clearly</li> </ul>
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. make decisions pertaining to the area of work</li> </ul>
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB2. plan for safety of the work environment</li> </ul>
	<b>Patient Centricity</b>

**HSS/N9617 Maintain a safe, healthy and secure working environment**

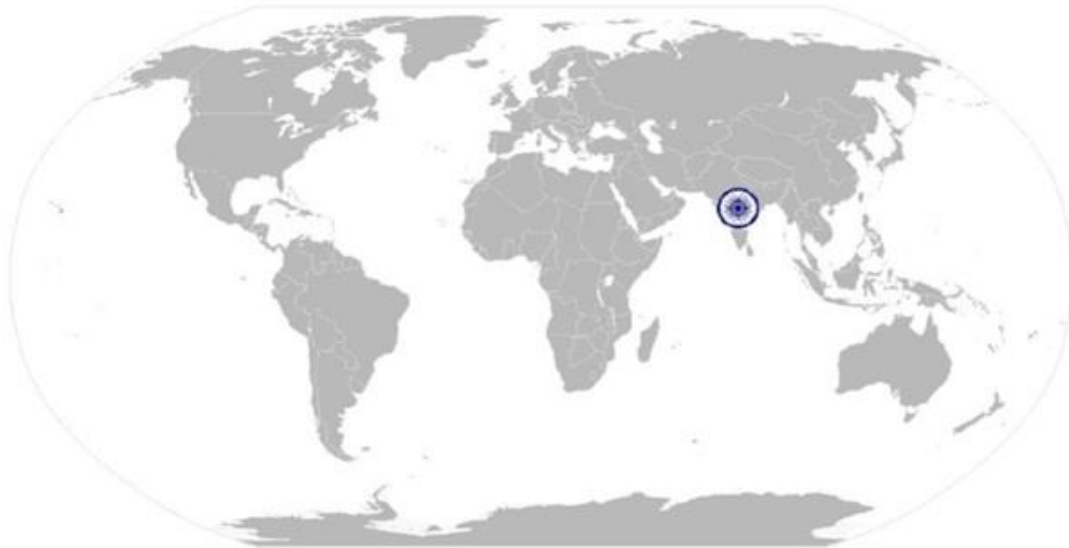
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify hazards, evaluate possible solutions and suggest effective solutions</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. analyze the seriousness of hazards</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>



**HSS/N9617 Maintain a safe, healthy and secure working environment**

**NOS Version Control**

<b>NOS Code</b>	<b>HSS/N9617</b>		
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<b>Industry</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2022</b>



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

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures.



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

National Occupational Standard	<b>Unit Code</b>	HSS/N9618
	<b>Unit Title (Task)</b>	Follow infection control policies & procedures including biomedical waste disposal protocols
	<b>Description</b>	This OS unit is about the safe handling and management of health care waste and following infection control polices.
	<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste</li> <li>• Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services)</li> <li>• Maintain personal protection and preventing the transmission of infection from person to person</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>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</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
	<b>Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services)</b>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. apply appropriate health and safety measures following appropriate personal clothing &amp; protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p>

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

	<p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p><b>Maintain personal protection and preventing the transmission of infection from person to person</b></p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company/organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization’s emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p> <p>KA5. the current national legislation, guidelines, local policies and protocols which affect work practice</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize the potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of</p>

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

	<p>risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. identification and management of infectious risks in the workplace</p> <p>KB8. aspects of infectious diseases including opportunistic organisms, pathogens</p> <p>KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB11. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderlies</p> <p>KB12. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB13. sharps handling and disposal techniques</p> <p>KB14. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB15. how to use personal protective equipment</p> <p>KB16. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. report and record incidents</li> </ul>
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention</li> </ul>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA3. listen patiently</li> <li>SA4. clearly report hazards and incidents with the appropriate level of urgency</li> </ul>
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues</li> </ul>

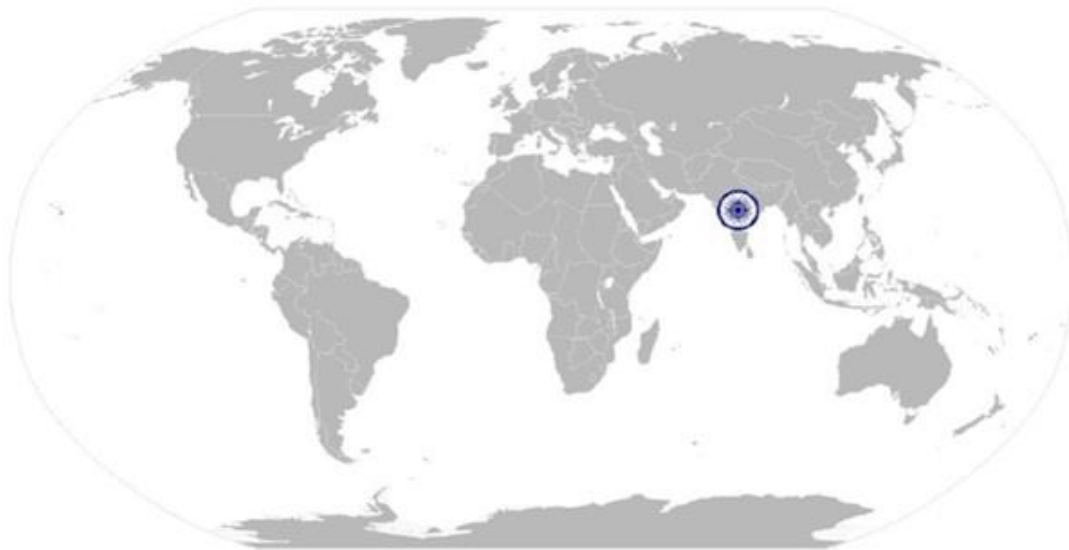
**HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols**

	SB2. apply additional precautions when standard precautions are not sufficient
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB3. consistently follow the procedure for washing and drying hands SB4. consistently maintain clean surfaces and limit contamination
	<b>Patient Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB5. make an exceptional effort to keep the environment and workplace clean
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

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

**NOS Version Control**

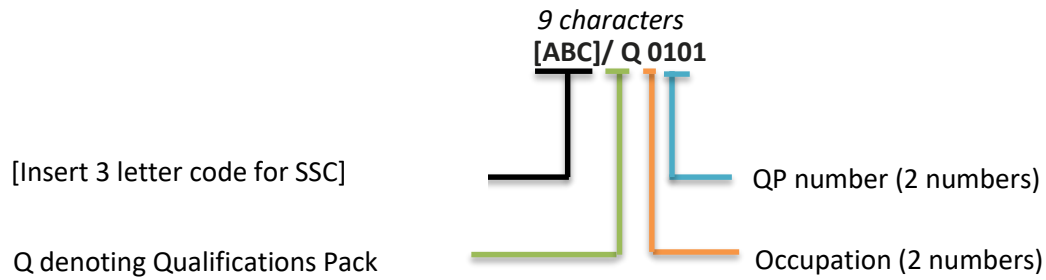
<b>NOS Code</b>	<b>HSS/N9618</b>		
<b>Credits</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Allied Healthcare</b>	<b>Drafted on</b>	<b>12/05/2013</b>
<b>Industry Sub-sector</b>	<b>Allied Health &amp; Paramedics</b>	<b>Last reviewed on</b>	<b>29/05/2019</b>
<b>Occupation</b>	<b>Diagnostic</b>	<b>Next review date</b>	<b>29/05/2019</b>



## Annexure

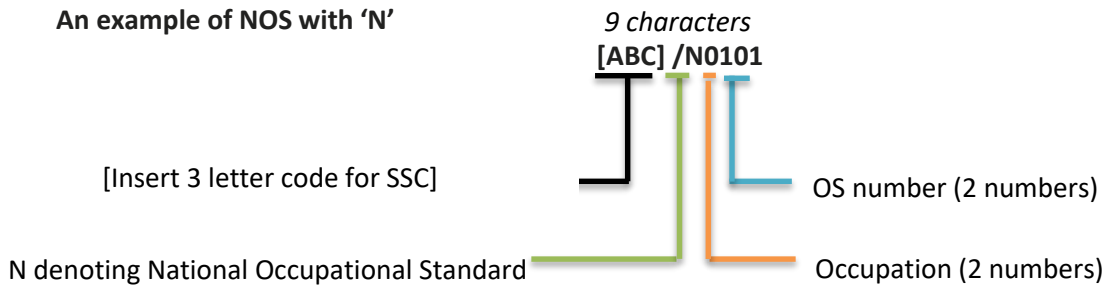
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



[Back to top...](#)



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Community Related	76-85
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry Name	HSS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

## Criteria for Assessment of Trainees

**Job Role:** Neurophysiology Technology Assistant

**Qualification Pack:** HSS/Q0801

**Sector Skill Council:** Healthcare Sector Skill Council

### Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS			Marks Allocation			
Total Marks: 1000			Theory	Viva	OJT	Skills Practical
Assessment outcomes	Assessment Criteria for outcomes	Total Marks				
HSS/N0801 Carry out electroencephalography and video electroencephalography	PC1.check if the procedure room is suitable for performing electroencephalography with respect to cleanliness, temperature and humidity	271	101	65	39	
	PC2.check the emergency tray/ crash cart for required resources as per standard protocols					
	PC3.recognize normal components of the EEG and evolution of maturational changes					3
	PC4.obtain a brief history of the patient such as any previous history of seizures, duration of the illness, treatment taken and investigation studies performed					3
	PC5.check that the patient has relevant documents such as photo ID, insurance card, list of allergies and current medicines, seizure log (if used) and other requirements like containers for contact lenses, glasses					4
	PC6.obtain a signed consent form from the patient/ guardian after verifying the patient to carry out the procedure					

PC7. encourage the patient to ask questions to seek clarity on the procedures					2
PC8. provide pre-procedural instructions to the patient such as precautions related to hair (washing hair with shampoo, without using a conditioner or any other hair care products, such as hairspray or gels), caffeine intake, medicines and supplement consumption, fasting, etc.					4
PC9. maintain a suitable distance from the patient during the procedure					
PC10. clean/ wash hands before initiating the procedure					2
PC11. create a relaxing environment for the patient					3
PC12. attach 16 to 25 electrodes to the scalp with a special paste or put the cap containing the electrodes as per standard medical procedure					5
PC13. check that the patient remains still once the recording begins, throughout the test					
PC14. provide breathing instructions to the patient while conducting EEG test Breathing instructions: e.g. take a deep breath for 3 minutes					
PC15. monitor the patient through a window in an adjoining room to observe any movements that can cause an inaccurate reading, such as swallowing or blinking					2
PC16. inform the patient about the photic stimulation where a series of flashes occur at varying frequencies for a few seconds					2
PC17. conduct test on the patient to produce brain wave activity that does not show up while resting e.g. making the patient breathe deeply and rapidly for 3 minutes or exposing to a bright flashlight light					2
PC18. register any abnormal movements, jerking or any abnormal behaviour during the test					4
PC19. follow standard medical and organisational procedures in case of an emergency					2
PC20. remove the electrodes from the scalp following standard medical procedures					
PC21. soak and clean the electrodes with lukewarm water by following institutional guidelines					2
PC22. follow post-procedure care as per medical standards such as providing rest to sedated patients and instructing patients for the resumption of medication, etc.					2
PC23. save and print the recordings as directed by the attending physician					
PC24. prepare the procedure room and equipment for the next patient					4

	PC25.record EEG during wakefulness and sleep to get the maximum information from this test					4
	PC26.communicate information such as prescribed schedule for taking medicines, medicines to be taken as per the type of ailment, etc. to the patient as per the Standard Operating Procedure					2
	PC27.confirm that the patient has avoided drinks containing caffeine such as coke, coffee, etc. one hour before the test					
	PC28.check that the visitors do not touch the dressing on the patient's head, electrodes, wires, the keyboard or the EEG/video monitor					
	PC29.assist the patient when he/she tries to get out of bed or is going to the bathroom					2
	PC30.cover the electrodes with a head dressing if necessary or directed by the physician.					3
	PC31.provide procedural instructions to the patient, such as to wear the monitor at all times, not to pick, scratch, pull or play with the wires around the head or body and use any plug-in devices					3
	PC32.push the event button as soon as any symptoms are observed					3
	PC33.remove the dressing and the electrodes after the procedure					3
	PC34.clarify any doubts that the patient may have					
		<b>271</b>	<b>101</b>	<b>65</b>	<b>39</b>	<b>66</b>
HSS/N0802 Carry out nerve conduction studies and prepare the patient for electromyography	PC1.obtain appropriate patient history of numbness, tingling, pain and/or weakness etc. on detection of decreased sensation, reflex abnormalities, weakness and/or atrophy	234	73	50	30	5
	PC2.explain the procedure to the patient while clarifying their doubts					5
	PC3.obtain a signed consent form from the patient for permission to start the procedure					
	PC4.monitor the body temperature of the patient before and during the procedure					4
	PC5.obtain information about patient's medicine and other herbal supplement intakes					
	PC6.ensure that the patient removes any clothing, jewellery, hairpins, eyeglasses, hearing aids, or other metal objects that may interfere with the procedure					
	PC7.prepare the client suitably for the procedure by providing relevant clothing					5
	PC8.check to ensure there is no usage of lotions or oils for a few days prior to the procedure by the patient					
	PC9.instruct the patient not to fast unless suggested by the physician					2

	PC10.inform the patient about what to expect during the NCV and EMG procedures including the need for sedation, minor discomforts such as mild and brief electrical shocks					3
	PC11.ensure the patient is sedated as per standard procedures					
	PC12.position the patient according to the physician's direction					6
	PC13.assist the physician in locating the nerve(s) to be studied					6
	PC14.attach a recording electrode to the skin over the nerve, using the special paste as per standard medical procedure					8
	PC15.place a stimulating electrode away from the recording electrode at the standard distance of 8 cm unless specific study has different requirements					8
	PC16.remove the paste attached to the skin as per medical standards					5
	PC17.apply ice or a cold pack on the area for 10 to 20 minutes at a time					4
	PC18.provide an analgesic as instructed by the physician					4
	PC19.instruct the patient to avoid immediate strenuous activities after the procedure					
	PC20.measure the amplitude of the negative phase of evoked motor response/CMAP (Compound Muscle Action Potential)					9
	PC21.save, record and take a printout of all final waveforms and hand over to the attending physician					7
		<b>234</b>	<b>73</b>	<b>50</b>	<b>30</b>	<b>81</b>
HSS/N0803 Carry out evoked potential studies	PC1.obtain a signed consent form from the patient/ guardian to carry out the procedure	220	66	20	33	3
	PC2.provide pre-procedural instructions to the patient such not to fast, no sedation required, washing hair without using conditioner or hairsprays, any other specific preparation after consulting with attending physician, etc.					6
	PC3.obtain information from the patient or significant others about all medicines (prescription and over-the-counter) and herbal supplements being used by the patient					3
	PC4.make the patient comfortable					
	PC5.measure and mark the head to ensure accurate placement of the electrodes on the scalp					7
	PC6.set up a stimulus and recording apparatus to elicit a reproducible visual					8
	PC7.position the patient on the chair as per standards eg. about 3 feet away from a TV screen					4

	PC8.clean the scalp points where the electrodes need to be attached using a special adhesive on the scalp as per standard medical procedures					4
	PC9.ensure that the hair and scalp is free of oil and hairspray					
	PC10.apply a patch to cover the eye that is not being tested					6
	PC11.ensure that the patient is focusing their gaze on a dot at the center of the TV screen when displaying a visual stimulus (usually a rapidly moving checkerboard)					5
	PC12.record the activities in the optic nerve and brain, testing each eye at least twice					5
	PC13.ensure to make the patient sit in a soundproof room					
	PC14.attach the electrodes to the top of the patient's head including the earlobe being tested and put headphones on them					6
	PC15.produce a series of clicking sounds to be delivered through the headphones to each ear successively, by using a 100 usec rectangular pulse (single monophasic square wave), a standard audiometric ear speaker having a relative flat frequency spectrum					8
	PC16.record the signals produced by the patient's brain in response to the clicks					5
	PC17.ensure to test each ear twice					3
	PC18.ensure the patient is comfortable					
	PC19.ensure patients and his/ her significant others are informed about the procedure					1
	PC20.ensure the patient is not using any oil, creams or lotions on the arms or legs on the day of the procedure					1
	PC21.attach the recording electrodes to the scalp and neck, wrist, lower back and back of the knee as per standard medical procedure					6
	PC22.place the stimulating electrodes over the ankle as per standard medical procedures					5
	PC23.deliver mild, painless electrical shocks to the stimulating electrodes for about 2 minutes at a time					6
	PC24.measure and record the brain's response to the electrical stimulus by the recording electrodes					9
		<b>220</b>	<b>66</b>	<b>20</b>	<b>33</b>	<b>101</b>
HSS/N0804 Perform basic maintenance of neurophysiology equipment	PC1.identify the range and purpose of neurophysiology equipment	120	37	5	26	1
	PC2.set up, check and maintain equipment in accordance with organizational policies, procedures and manufacturer's specifications					8



	PC3.identify maintenance procedures and appropriate documentation for each equipment					1
	PC4.follow procedures for timely set-up, trouble-shooting, shut-down, cleaning and storage of neurophysiology equipment					1
	PC5.complete care and maintenance of equipment required, prior to use, including sterilization					6
	PC6.calibrate all electro-encephalography equipment accurately					7
	PC7.identify and correct minor equipment problems					1
	PC8.report hazardous, damaged or faulty equipment to concerned authority following laid down procedures					7
	PC9.complete, review and update the documentation in accordance with organizational policies and procedures, relevant standards and manufacturer's guidelines					9
	PC10.identify and label faulty equipment accurately					1
	PC11.complete documentation of breakdown and/or maintenance					6
	PC12.ensure equipment repair is completed					4
		<b>120</b>	<b>37</b>	<b>5</b>	<b>26</b>	<b>52</b>
HSS/N9615 Maintain a professional relationship with patients, colleagues and others	PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	13	13	0	0	0
	PC2. utilize all training and information at one's disposal to provide relevant information to the individual					
	PC3. confirm that the needs of the individual have been met					
	PC4. respond to queries and information needs of all individuals					
	PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality					
	PC6. respect the individual's need for privacy					
	PC7. maintain any records required at the end of the interaction					
	PC8. integrate one's work with another people's 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					
	PC14. establish, agree, and record the work requirements clearly					
	PC15. ensure his/her work meets the agreed requirements					
	PC16. treat confidential information correctly					
	PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role					
		<b>13</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>
HSS/N9616 Maintain professional & medico-legal conduct	PC1. respect patient's individual values and needs	19	19	0	0	0
	PC2. maintain patient's confidentiality					
	PC3. meet timelines for each assigned task					
	PC4. respect patient's dignity and use polite language to communicate					
	PC5. maintain professional environment					
	PC6. work within organizational systems and requirements as appropriate to one's role					
	PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice					
	PC8. maintain competence within one's role and field of practice					
	PC9. evaluate and reflect on the quality of one's work and make continuing improvements					
	PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice					
	PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's 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					
		<b>19</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>0</b>
HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	59	20	30	9	0
	PC2. comply with health, safety and security procedures for the workplace					
	PC3. comply with health, safety and security procedures and protocols for environmental safety					
	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 organization's emergency procedures promptly, calmly, and efficiently					
	PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					
	PC10. complete any health and safety records legibly and accurately					
	PC11. report any identified breaches in health, safety, and security procedures to the designated person					
	PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
		<b>59</b>	<b>20</b>	<b>30</b>	<b>9</b>	<b>0</b>
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols	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	64	21	30	13	0
	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					
	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control					
	PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization					
	PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate					
	PC7. follow protocols for care following exposure to blood or other body fluids as required					
	PC8. remove spills in accordance with the policies and procedures of the organization					
	PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled					
	PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work					
	PC11. confine records, materials and medicaments to a well-designated clean zone					

PC12. confine contaminated instruments and equipment to a well-designated contaminated zone						
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols						
PC14. replace surface covers where applicable						
PC15. maintain and store cleaning equipment						
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures						
PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination						
PC18. cover cuts and abrasions with water-proof 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						
		<b>64</b>	<b>21</b>	<b>30</b>	<b>13</b>	<b>0</b>