

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR HEALTHCARE SECTOR

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

Qualification Pack – Yoga Therapy Assistant (Options: *Diabetes/Palliative Care*)

SECTOR/S: HEALTHCARE

SUB-SECTOR: AYUSH

OCCUPATION: Yoga

REFERENCE ID: HSS/Q4001

ALIGNED TO: NCO-2015/NIL

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

Options:

Option 1

Diabetes Care: *Yoga Therapy Assistant-Diabetes care demonstrates the steps and assists the patients during the practice for diabetic related yoga therapies in consultation with therapist and doctors.*

Option 2

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

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

Job Details

Qualifications Pack Code	HSS/Q4001		
Job Role	Yoga Therapy Assistant (Options: Diabetes/Palliative Care)		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	13/09/2018
Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2022

Job Role	Yoga Therapy Assistant
	Options: Diabetes/Palliative Care
Role Description	Health care professionals who demonstrate and assist to provide yoga therapies to the individuals by creating appropriate and conducive ambience. These professionals follow prescriptions and provides support to patient before, during and after therapy.
NSQF Level	4
Minimum Educational Qualifications* Maximum Educational Qualifications*	Class 12th
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 years
Experience	
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N4001: Prepare the unit as per yoga therapy needs 2. HSS/N4002: Carry out initial interaction with individuals for proposed yoga therapy as per directions 3. HSS/N4003: Conduct yoga therapy session as per prescribed advice 4. HSS/N4004: Conduct post yoga therapy session review 5. HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others 6. HSS/N9616: Maintain professional & medico-legal conduct 7. HSS/N9617: Maintain a safe, healthy and secure working environment

	<p>Options (not mandatory):</p> <ol style="list-style-type: none">1. Option 1. Diabetes Care:<ol style="list-style-type: none">1.1 HSS/N4005: Conduct yoga therapy sessions for diabetic patients as per directions2. Option 2. Palliative Care:<ol style="list-style-type: none">2.1 HSS/N4006: Conduct yoga therapy sessions for palliative care as per directions
<p>Performance Criteria</p>	<p>As described in the relevant OS units</p>

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 organisational 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.

Acronyms

Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
Casualty	The person – child or adult – who has suffered the injury or illness
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualification Framework
OS	Occupational Standard(s)
AYUSH	Ayurveda, Yoga, Unani, Siddha, Homeopathy

HSS/N4001

Prepare the unit as per yoga therapy needs

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required by an individual to prepare appropriate and conducive environment for yoga therapy sessions

HSS/N4001

Prepare the unit as per yoga therapy needs

National Occupational Standard

Unit Code	HSS/N4001
Unit Title (Task)	Prepare the unit as per yoga therapy needs
Description	This Occupational Standard describes the skills and knowledge required to maintain conducive environment for yoga therapy session which would help in better concentration and understanding of yoga therapy sessions
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Apply hygiene standards Conduct preprocedural requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Apply hygiene standards	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. wear appropriate and clean attire as per organisational policies and procedures PC2. maintain conducive ambience, environment and cleanliness in the unit
Conduct preprocedural requirements	<ul style="list-style-type: none"> PC3. follow standard protocols to assess working condition of lights, adequate ventilation, aroma, etc. in the unit PC4. check the appropriateness and working condition of aides like mats, props, etc. PC5. check the schedule and number of participants on daily basis and arrange necessary resources accordingly PC6. check the orders/consent forms or any relevant document from the participant as per organization policies and protocols PC7. study the clinical details and protocol suggested by therapist/consultant before initiating the yoga therapy and plan accordingly PC8. make appropriate changes in the therapy as per orders from consultant/therapist as and when required and maintain a record of it PC9. check if participant is suitably dressed for the therapy PC10. maintain records of appointments, up to the completion of course
Knowledge and Understanding (K)	
A. Organizational Context (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"> KA1. procedures for safe practice KA2. safety and environmental aspects related to workplace operations KA3. relevant Workplace Health and Safety (WHS) legislation KA4. safety requirements set by accreditation agencies or statutory bodies KA5. relevant Indian hospital standards, regulations and guidelines

HSS/N4001

Prepare the unit as per yoga therapy needs

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. possible hazards in the environment</p> <p>KB2. safety and environmental aspects related to workplace operations</p> <p>KB3. position and posture for therapeutic yoga practices</p> <p>KB4. do's and don'ts for kriyas, asanas and pranayama</p> <p>KB5. escalation protocols in case of non compliances</p> <p>KB6. human anatomy and physiology</p> <p>KB7. individual medical history and how to corelate with yoga therapy practises</p> <p>KB8. how to interpret the body language of the participants to assess any discomfort or challenges</p> <p>KB9. indications and contraindications of yogic therapy practice</p> <p>KB10. how to prepare and maintain compliance report to keep a record of the problems and complaints received by the participant</p> <p>KB11. how to improve the attire or ambience based on the feedback received from the participants</p> <p>KB12. how to facilitate the participants to use the required props based on their comfort</p> <p>KB13. sensitivity towards gender concerns</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document completely and accurately
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and interpret instructions and prescriptions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal instructions SA6. report incidents in line with organisation requirements
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. select and use appropriate attire
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. complete all activities accurately and in a timely manner
	Customer Centricity
The user/individual on the job needs to know and understand how to: SB3. ensure that all activities related to yoga therapy are performed considering participant's benefits	

HSS/N4001

Prepare the unit as per yoga therapy needs

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. solve problems including the ability to use available resources and prioritise workload
	Analytical Thinking
	Not Applicable
	Critical Thinking
	Not Applicable



HSS/N4001

Prepare the unit as per yoga therapy needs

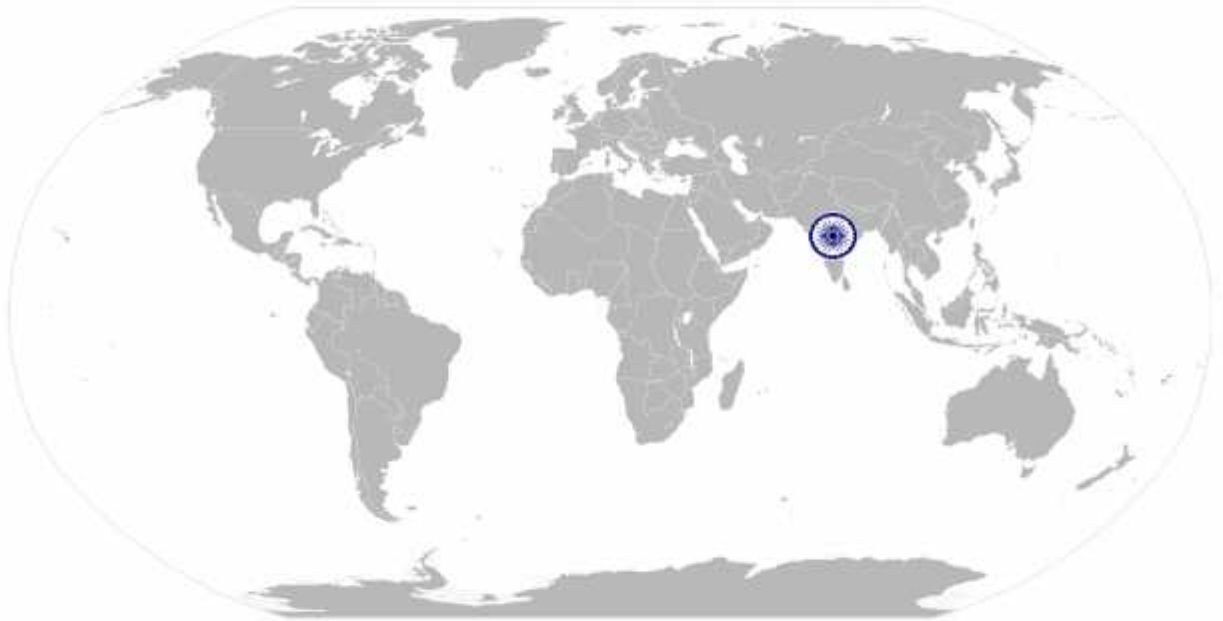
NOS Version Control

NOS Code	HSS/N4001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/09/2018
Industry Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2022



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

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required by an individual to prepare participant for yoga therapy session through counselling and by building rapport for better execution of therapy

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

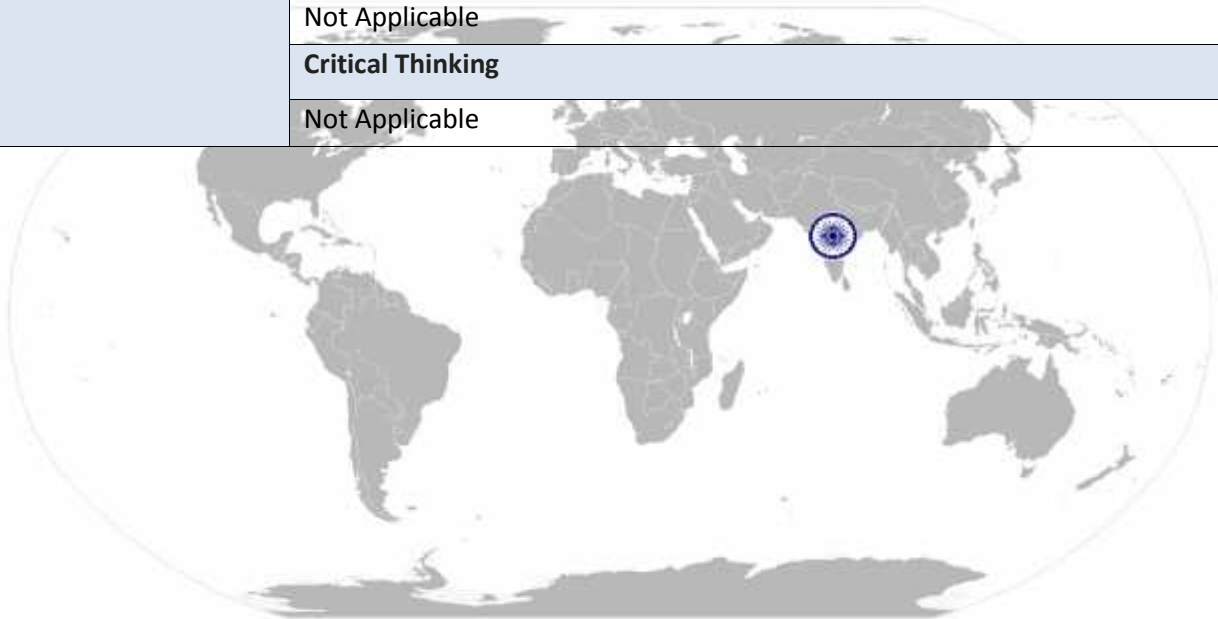
Unit Code	HSS/N4002
Unit Title (Task)	Carry out initial interaction with individuals for proposed yoga therapy as per directions
Description	This OS unit is about skills required to carry out initial interaction with client for proposed yoga therapy maintaining effective communication and exhibiting professional behavior to conduct the session in a better way
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Counselling of participant for proposed yoga therapy
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Counselling of participant for proposed yoga therapy	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. introduce oneself to participant</p> <p>PC2. provide information about the session including session duration, precautions to be taken before and after the session</p> <p>PC3. assess the general state of participant before initiating the therapy to check readiness to take the therapy or escalate, if required to the concerned authority</p> <p>PC4. obtain relevant social and occupation related information from the participant as per organization policies and protocols</p> <p>PC5. obtain relevant medical history of participant and family as per organization policies and protocols</p> <p>PC6. comprehend the protocol and/or prescription as referred by the doctor</p> <p>PC7. check with the participant for any past complications which occurred due to yoga therapy procedure</p> <p>PC8. assess the comfort or limitations of the client based on individual preference considering factors like gender, religion, culture, language etc.</p> <p>PC9. identify modulations to be done for sessions based on individual preference without affecting the outcome or deviation from protocol and/or prescription</p> <p>PC10. make the participant aware about the outcome of yoga therapy session</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. safety and environmental aspects related to workplace operations</p> <p>KA3. relevant organizational standards, regulations and guidelines</p> <p>KA4. relevant Workplace Health and Safety (WHS) legislation</p> <p>KA5. relevant do's and don'ts of the organization</p> <p>KA6. individual rights, roles and responsibilities</p>

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

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to meet and greet the individuals</p> <p>KB2. how to do analysis to understand what is expected out of session</p> <p>KB3. normal values of vital parameters</p> <p>KB4. critical information related to therapy including duration, frequency etc.</p> <p>KB5. how to set expectations about the effort required by participant</p> <p>KB6. human anatomy and physiology</p> <p>KB7. about do's and don'ts of the yoga therapy session</p> <p>KB8. basic counselling skills</p> <p>KB9. about biometric attendance as per organizational policies and protocols</p> <p>KB10. about information to be obtained to understand about individual and family medical history</p> <p>KB11. how to identify discomfort like body language of the participants for any discomfort or challenges they are facing during the session</p> <p>KB12. about benefits, contraindications, limitations of the practices</p> <p>KB13. how to prepare and maintain compliance report ensuring maintenance of record of the problems and complaints received by the participant</p> <p>KB14. about escalation protocols in case of non compliances</p> <p>KB15. how to improvise the process based on the feedback from the participants for next session</p> <p>KB16. how to appropriately deliver the instructions for better understanding of the participant's</p> <p>KB17. how to facilitate the participant to use the required props based on participant's comforts</p> <p>KB18. how to gain better understanding about a practice and its appropriate procedure to administrate it</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document completely and accurately
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and interpret instructions and prescriptions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal instructions SA6. report incidents in line with organisation requirements
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. select and use appropriate attire

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

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. complete all activities accurately and in a timely manner
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. ensure that all activities related to yoga therapy are performed considering participant's benefits
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. solve problems including the ability to use available resources and prioritise workload
	Analytical Thinking
	Not Applicable
	Critical Thinking
Not Applicable	



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

NOS Version Control

NOS Code	HSS/N4002		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/09/2018
Industry Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2022



National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to conduct yoga therapy session as per individual's needs on the basis of prescription or orders of concerned authorities

HSS/N4003

Conduct yoga therapy session as per prescribed advice

National Occupational Standard

Unit Code	HSS/N4003
Unit Title (Task)	Conduct yoga therapy session as per prescribed advice
Description	This Occupational Standard describes the skills and knowledge required to carry out yoga therapy session based on the client needs following orders from the doctor or concerned authority
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Demonstrating yoga therapy posture • Abide by post therapy sessions compliances
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Demonstrating yoga therapy posture	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. work and prioritize the activities as per the instructions of the therapist/ doctor PC2. check vital parameters including blood pressure, temperature, pulse, respiration to assess physical state of individual PC3. show asanas to the individuals as per yogic practices applying complementary practices of yogic principles PC4. conduct voice modulation as per the need of the environment PC5. ambulate patient in a proper way PC6. guide the individual to be in a comfortable position PC7. guide the participant for minimizing mistakes during practice and to make the session more useful and safe PC8. be vigilant towards the participant during the practice PC9. avoid unnecessary physical contact with the individuals
Abide by post therapy sessions compliances	<ul style="list-style-type: none"> PC10. document practice list and schedule of the participants PC11. record individual grievances if any and escalate to the concerned authority PC12. update the therapist/doctor regarding the performance of an individual and limitations if any or any other area of concern PC13. provide details to the participant about next schedule or follow up session as per therapist/ doctor's advice
Knowledge and Understanding (K)	
A. Organizational Context (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"> KA1. how to identify and follow procedures for safe practice KA2. about organisational policies related to the yoga space maintenance KA3. safety and environmental aspects related to workplace operation KA4. relevant Workplace Health and Safety (WHS) legislation KA5. safety requirements set by accreditation agencies or statutory bodies KA6. relevant do's and don'ts of the organization

HSS/N4003

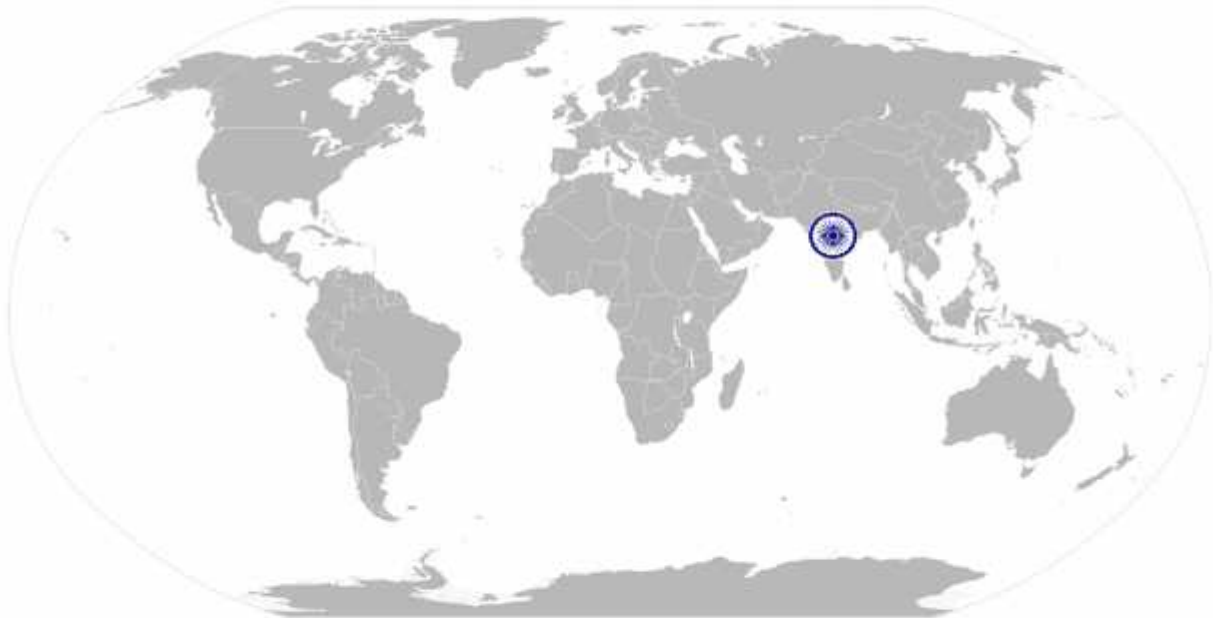
Conduct yoga therapy session as per prescribed advice

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to meet and greet the individuals</p> <p>KB2. importance of doing asanas regularly for oneself following yogic ethics (yama – niyama)</p> <p>KB3. position and posture for therapeutic yoga practices</p> <p>KB4. how to facilitate the participant to use the required props based on participant’s comforts</p> <p>KB5. how to Improve the operational therapeutic yoga skills based on the feedback from the participants</p> <p>KB6. how to modulate instructions for better understanding by participants</p> <p>KB7. how to carry out modifications in the procedure of instructions based on the complications of an ailments</p> <p>KB8. how to do analysis to understand what is expected out of session</p> <p>KB9. normal values of vital parameters</p> <p>KB10. critical information related to therapy including duration, frequency etc. to be informed to the participant</p> <p>KB11. how to set expectations about the effort to be made by participant</p> <p>KB12. human anatomy and physiology</p> <p>KB13. about do’s and don’ts of the yoga therapy session</p> <p>KB14. how to identify discomfort like body language of the participants for any discomfort or challenges they are facing while doing session</p> <p>KB15. how to appropriately deliver the instructions for better understanding of the participants</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document completely and accurately
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and interpret instructions and prescriptions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal instructions SA6. report incidents in line with organisation requirements
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. select and use appropriate attire
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. complete all activities accurately and in a timely manner

HSS/N4003

Conduct yoga therapy session as per prescribed advice

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. ensure that all activities related to yoga therapy are performed considering participant's benefits
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. solve problems including the ability to use available resources and prioritise workload
	Analytical Thinking
	Not Applicable
	Critical Thinking
Not Applicable	



HSS/N4003

Conduct yoga therapy session as per prescribed advice

NOS Version Control

NOS Code	HSS/N4003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/09/2018
Industry Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2022



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required by an individual to carry out analysis of therapy performed, for self-evaluation and improvement

HSS/N4004

Conduct post yoga therapy session review

National Occupational Standard

Unit Code	HSS/N4004
Unit Title (Task)	Conduct post yoga therapy session review
Description	This Occupational Standard describes the skills and knowledge required by an individual to carry out analysis of therapy performed, which would help in improvement of next sessions
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain reflective report of yoga therapy session
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain reflective report of yoga therapy session	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. take feedback from the participant about the session as per organizational policies and procedure</p> <p>PC2. check the vitals of the participant post therapy and record it</p> <p>PC3. update the findings to the physician or concerned authorities in case of deviation from normal findings of vitals</p> <p>PC4. provide suitable time of appointment to the participant in consultation with concerned authority</p> <p>PC5. assess the emotional state of the participant post therapy sessions and record it as per organizational policies</p> <p>PC6. give suitable suggestions to the participant based on performance without deviating from standard procedures or protocols</p> <p>PC7. list the modifications in practices carried out during the session to therapist/consultant.</p> <p>PC8. update therapist/consultant regarding any abnormal sign observed during practice.</p> <p>PC9. update the therapist/consultant and participant regarding the progress from the course of sessions.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. about organisational policies related to the reflective report compliances</p> <p>KA3. safety and environmental aspects related to workplace operation</p> <p>KA4. relevant organizational standards, regulations and guidelines</p> <p>KA5. relevant Workplace Health and Safety (WHS) legislation</p> <p>KA6. safety requirements set by accreditation agencies or statutory bodies</p> <p>KA7. relevant do's and don'ts of the organization</p>

HSS/N4004

Conduct post yoga therapy session review

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to identify and describe relevant incident</p> <p>KB2. how to identify areas of improvement for self</p> <p>KB3. possible actions to be taken during the situation when individual is unable to perform yogic practice efficiently</p> <p>KB4. how to do evaluation and analysis of a session</p> <p>KB5. how to conclude a session based on evaluation and analysis</p> <p>KB6. possible action plan to prevent such recurrences</p> <p>KB7. information, charts, documentation, checklists and training materials related to reflective report of yoga therapy session.</p> <p>KB8. normal values of vital parameters</p> <p>KB9. human anatomy and physiology</p> <p>KB10. how to identify discomfort like body language of the participants for any discomfort or challenges they are facing doing session</p> <p>KB11. how to prepare and maintain compliance report ensuring maintenance of the record of the problems and complaints received by the participant</p> <p>KB12. about escalation protocols in case of non-compliances</p> <p>KB13. how to improvise the process based on the feedback from the participants for next session</p> <p>KB14. about use of digital technology for maintaining records, scheduling appointments etc.</p> <p>KB15. Hospital Information System (HIS) for maintaining relevant hospital records</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. document completely and accurately
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and interpret instructions and prescriptions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal instructions SA6. report incidents in line with organisation requirements
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. select and use appropriate attire
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. complete all activities accurately and in a timely manner
	Customer Centricity

HSS/N4004

Conduct post yoga therapy session review

	The user/individual on the job needs to know and understand how to: SB3. ensure that all activities related to yoga therapy are performed considering participant's benefits
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. solve problems including the ability to use available resources and prioritise workload
	Analytical Thinking
	Not Applicable
	Critical Thinking
	Not Applicable



HSS/N4004

Conduct post yoga therapy session review

NOS Version Control

NOS Code	HSS/N4004		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/09/2018
Industry Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2022



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 team work.

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard

Unit Code	HSS/N 9615
Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Communicating and maintaining professional behavior with co-workers, patients & their families Working with other people to meet requirements Establishing and managing requirements ,planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating & maintaining professional behavior with co-workers and patients & their families	<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</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>
Working with other people to meet requirements	<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 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 commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>
Establishing and managing requirements	<p>PC14. establish, agree, and record the work requirements</p> <p>PC15. ensure his/her work meets the agreed requirements</p> <p>PC16. treat confidential information correctly</p> <p>PC17. work in line with the organization's procedures and policies and within the limits of his/her job role</p>
Knowledge and Understanding (K)	

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

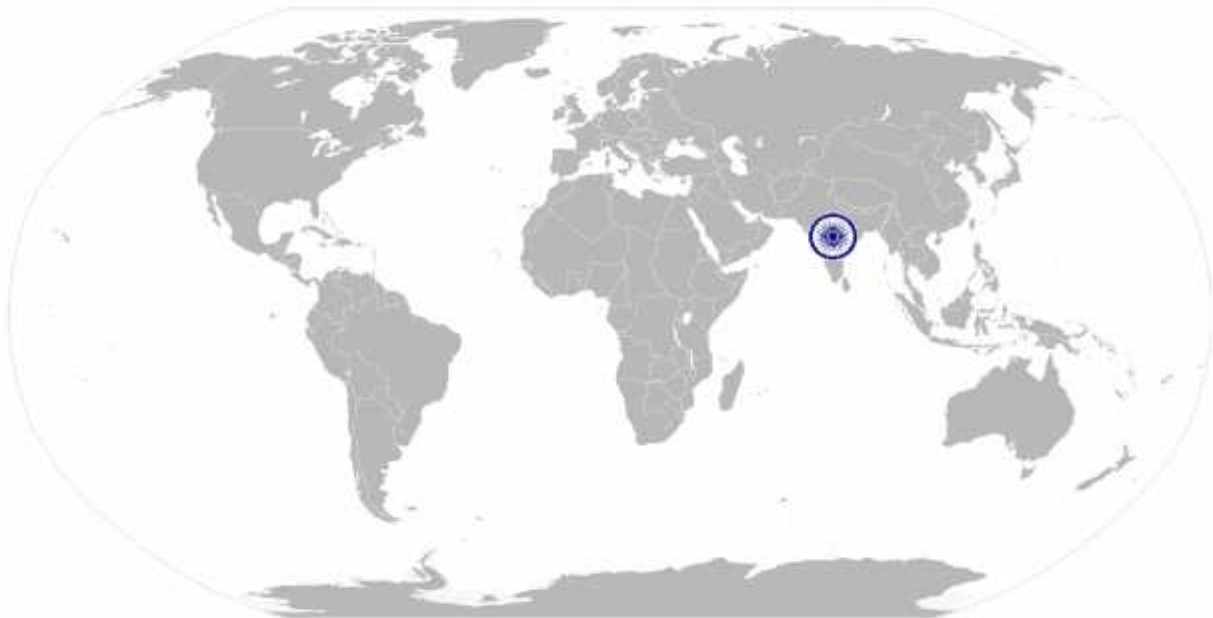
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope of work of the role KA5. the responsibilities and strengths of the team and their importance to the organization KA6. the information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. the relevant policies and procedures of the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/or other individuals KB3. when to ask for assistance when situations are beyond one's competence and authority KB4. how to maintain confidentiality and respect an individual's need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. the essential information that needs to be shared with other people KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. the importance of integrating ones work effectively with others KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. the types of opportunities an individual may seek out to improve relationships with others KB12. how to deal with difficult working relationships with colleagues and others KB13. the importance of asking the appropriate individual for help when required KB14. the importance of planning, prioritizing and organizing KB15. the importance of clearly establishing work requirement</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write effectively to share information with the team members SA2. write at least one local/ official language used in the local community SA3. report progress and results SA4. record problems and resolutions</p> <p>Reading Skills</p>

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and understand work related documents and information shared by different sources</p> <p>SA6. read organizational policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. communicate essential information to colleagues face-to-face or through telecommunication</p> <p>SA8. speak at least one local language</p> <p>SA9. question others appropriately in order to understand the nature of the request or compliant</p> <p>SA10. report progress and results</p> <p>SA11. interact with other individuals</p> <p>SA12. negotiate requirements and revised agreements for delivering them</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize files and documents</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. be responsive to problems of the individuals</p> <p>SB4. be available to guide, counsel and help individuals when required</p> <p>SB5. be patient and non-judgmental at all times</p> <p>SB6. communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB8. be sensitive to potential cultural differences</p> <p>SB9. maintain patient confidentiality</p> <p>SB10. respect the rights of the patient(s)</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. understand problems and suggest an optimum solution after evaluating possible solutions</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Not applicable</p>


HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable



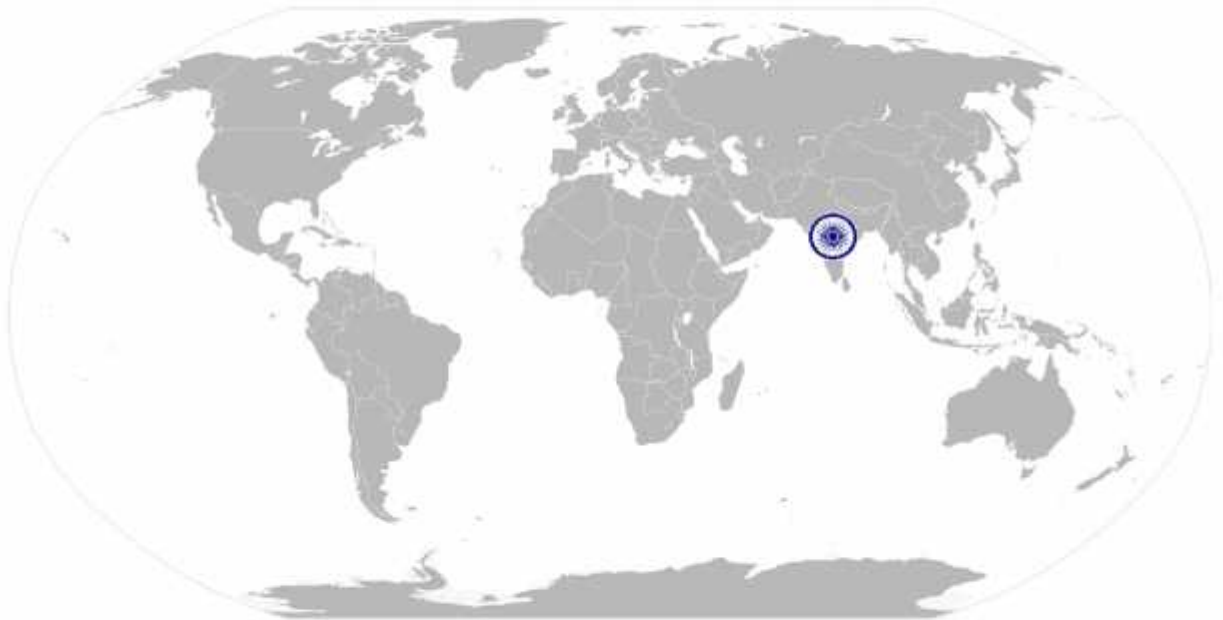
HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code	HSS/N9615		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to recognize boundaries of the roles 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

Unit Code	HSS/N 9616
Unit Title (Task)	Maintain professional & medico-legal conduct
Description	This OS unit is about recognizing the boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one’s competence and authority <ul style="list-style-type: none"> ○ Knowing one’s job role ○ Knowing one’s job responsibility ○ Recognizing the job role and responsibilities of coworkers • Following the code of conduct and demonstrating best practices in the field
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Acting within the limit of one’s competence and authority	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC2. work within organizational systems and requirements as appropriate to one’s role</p> <p>PC3. recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC4. maintain competence within one’s role and field of practice</p>
Following the code of conduct and demonstrating best practices in the field	<p>PC5.maintain personal hygiene and contribute actively to the healthcare ecosystem</p> <p>PC6.use relevant research based protocols and guidelines as evidence to inform one’s practice</p> <p>PC7.promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC8.identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC9.evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies & 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>

HSS/N9616

Maintain professional & medico-legal conduct

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the roles 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 a 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 under different circumstances</p> <p>KB10. the importance of individual or team compliance with legislation, protocols, 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.the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB14. the procedure for assessing training, learning and development needs for oneself and/or others within one’s organization</p> <p>KB15. the actions that can be taken to ensure that 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> <p>KB16. the risks to quality and safety arising from:</p> <ul style="list-style-type: none"> • Working outside the boundaries of competence and authority • Not keeping up to date with best practices • Poor communication <p>KB17.the importance of personal hygiene</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document reports, task lists, and schedules</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record daily activities</p> <p>SA4. update other co-workers</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about changes in legislations and organizational policies</p> <p>SA6.keep updated with the latest knowledge</p>
	Oral Communication (Listening and Speaking skills)

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Maintain professional & medico-legal conduct

	<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 patient informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a patient</p>
B. Professional Skills	Decision Making
	<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 job role</p> <p>SB2. act decisively by balancing protocols and work at hand</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Not applicable</p>
	Customer Centricity
	<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's confidentiality</p> <p>SB7. respect the rights of the patient(s)</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Not applicable</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Not applicable</p>
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>Not applicable</p>	

HSS/N9616

Maintain professional & medico-legal conduct

NOS Version Control

NOS Code	HSS/N9616		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



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

Unit Code	HSS/N 9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Complying the health, safety and security requirements and procedures for workplace • Handling any hazardous situation with safety, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Complying the health, safety and security requirements and procedures for workplace	<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>
Handling hazardous situation	<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 an 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>
Reporting any hazardous situation	<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</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the importance of health, safety, and security in the workplace</p> <p>KA2. the basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. the relevant up-to-date information on health, safety, and security that appliesto</p>

HSS/N9617

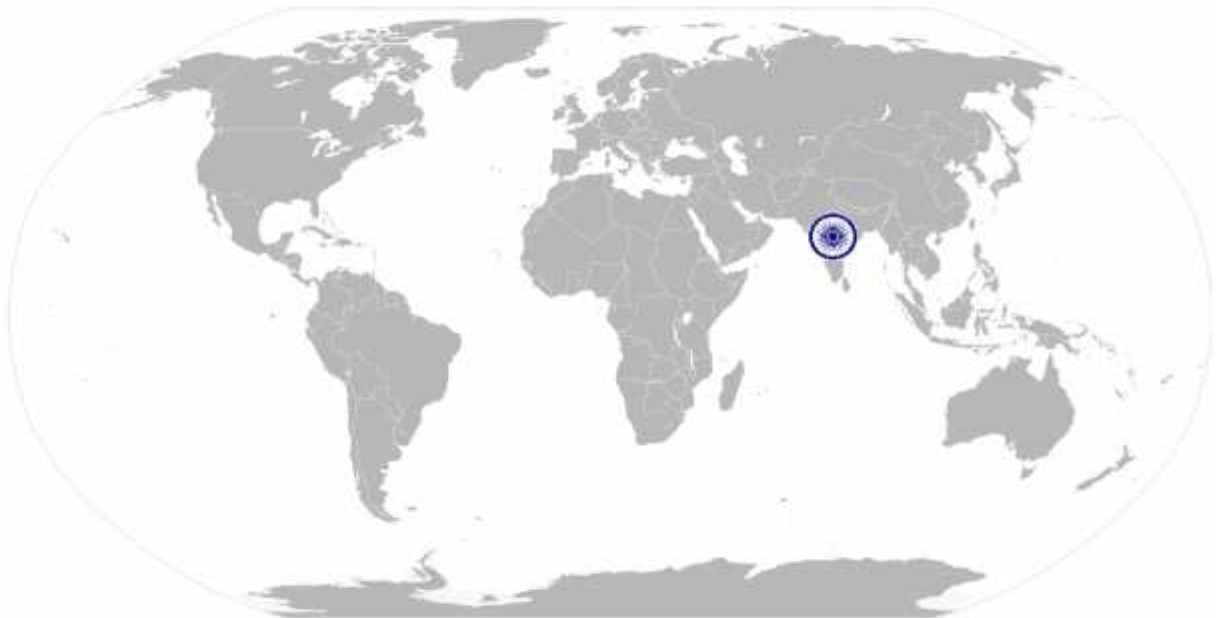
Maintain a safe, healthy and secure working environment

its processes)	the workplace KA5. the responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintain them KB3. the importance of being alert to health, safety, and security hazards in the work environment KB4. the common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. the importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the area of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan for safety of the work environment
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions	

HSS/N9617

Maintain a safe, healthy and secure working environment


	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



HSS/N9617

Maintain a safe, healthy and secure working environment

NOS Version Control

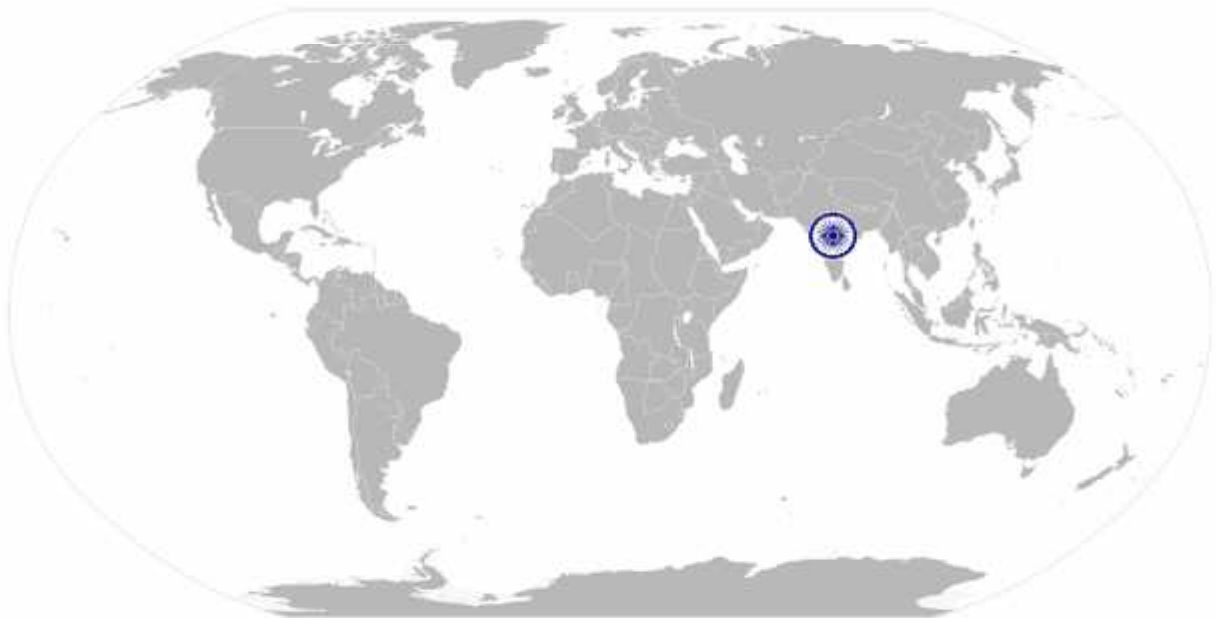
NOS Code	HSS/N9617		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



HSS/N4005

Conduct yoga therapy sessions for diabetic patients as per directions

National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to conduct yoga therapy session for diabetic patients.

HSS/N4005

Conduct yoga therapy sessions for diabetic patients as per directions

National Occupational Standard

Unit Code	HSS/N4005
Unit Title (Task)	Conduct yoga therapy Sessions for diabetic patients as per directions
Description	This Occupational Standard describes the skills and knowledge required to carry out yoga therapy session for diabetic patients as per orders from the doctor or concerned authority
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Carry out pre procedural requirements • Conduct yoga therapy sessions • Conduct post therapy session compliances
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out pre procedural requirements	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. introduce oneself to the client</p> <p>PC2. check and record the pathological test critical values to identify if the patient is fit for yoga therapy or not</p> <p>PC3. check and record the clinical vital findings to assess physical state of a patient before planning a therapy as per organizational policies and procedures</p> <p>PC4. identify any deviations from normal values and inform to the doctor or concerned authority as per organizational policies and protocols</p> <p>PC5. check medical and family history of a patient and keep a record as per organizational standard operating procedure</p> <p>PC6. check with patient regarding medicines intake (dosage/frequency/route) if any and record it</p> <p>PC7. check regarding meals intake (ahar charya) of patients and record it</p> <p>PC8. guide for diabetes management specific asanas to the patients as per yogic practices</p> <p>PC9. inform the patients about benefits and limitations of therapeutic yoga for diabetes</p> <p>PC10. motivate and guide patients to do practices regularly and correctly</p> <p>PC11. inform patients regarding frequency and duration of sessions</p> <p>PC12. guide patients regarding basic life style management as per yogic practices in consultation with doctor</p>
Conduct yoga therapy sessions	<p>PC13. guide for breathing exercise for stress management</p> <p>PC14. carry out demonstrations for therapeutic yoga for diabetes as per yogic principles</p> <p>PC15. exercise specific yogic posture for the digestive system, excretory system and lymphatic system</p> <p>PC16. guide for techniques of meditation</p> <p>PC17. guide patients to practice stretching/walking/jogging as per general condition and strength of the patient in consultation with therapist/doctor</p>

HSS/N4005

Conduct yoga therapy sessions for diabetic patients as per directions

<p>Conduct post therapy session compliances</p>	<p>PC18. update the therapist/doctor regarding the patient and his/her performance/limitations or any other area of concern</p> <p>PC19. carry out regular follow-up with patients as per therapists/doctor's instructions</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. about organisational policies related to the yoga space maintenance</p> <p>KA3. safety and environmental aspects related to workplace operation</p> <p>KA4. relevant organizational standards, regulations and guidelines</p> <p>KA5. relevant Workplace Health and Safety (WHS) legislation</p> <p>KA6. safety requirements set by accreditation agencies or statutory bodies</p> <p>KA7. relevant do's and don'ts of the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. diabetes, cause of diabetes, type of diabetes and organs involved</p> <p>KB2. anatomy and physiology of related organs</p> <p>KB3. systemic wise complications which could occur as a result of diabetes</p> <p>KB4. pathophysiology, signs and symptoms of hypoglycaemia and hyperglycaemia</p> <p>KB5. regarding dietary management for diabetes with yoga and importance of therapeutic Yoga practice and mindful eating</p> <p>KB6. how to interpret information from prescription, orders/consent forms, clinical details etc related to diabetes condition of a patient</p> <p>KB7. how to check and record the patient vitals and normal values of vital parameters</p> <p>KB8. about do's and don'ts' for patients related to yoga therapy for diabetes</p> <p>KB9. cleansing practices including shuddhi kriya, kapalbhati, agnisar kriya (stimulating the digestive fire), vaman dhauti (stomach cleansing), shankhprakashana (intestine cleansing), suryanamaskar, standing postures and yoga asanas for diabetes</p> <p>KB10. ahara concept, life style management as per yogic needs</p> <p>KB11. shodhan kriya (internal cleansing) : langan, shan prakshalan, kapalbhati with modifications, tratak</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document completely and accurately</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and interpret instructions and prescriptions</p> <p>Oral Communication (Listening and Speaking skills)</p>

HSS/N4005

Conduct yoga therapy sessions for diabetic patients as per directions

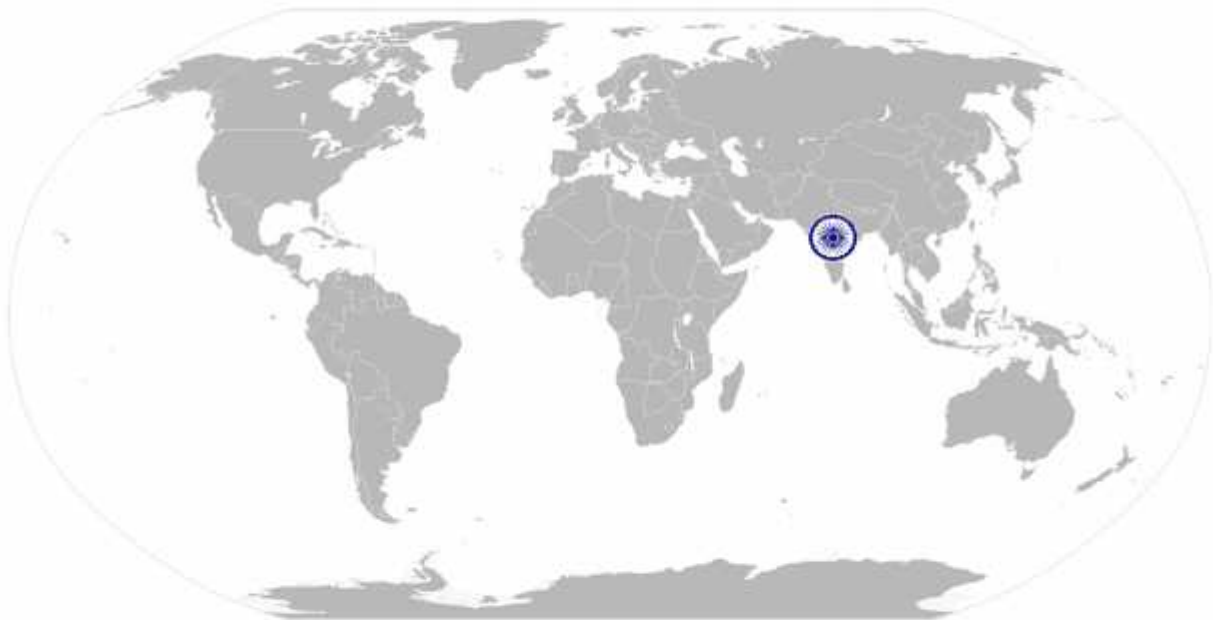
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal instructions SA6. report incidents in line with organisation requirements
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. select and use appropriate attire
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB2. complete all activities accurately and in a timely manner
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB3. ensure that all activities related to yoga therapy are performed considering participant's benefits
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB4. solve problems including the ability to use available resources and prioritise workload
	Analytical Thinking
	Not Applicable
Critical Thinking	
Not Applicable	

HSS/N4005

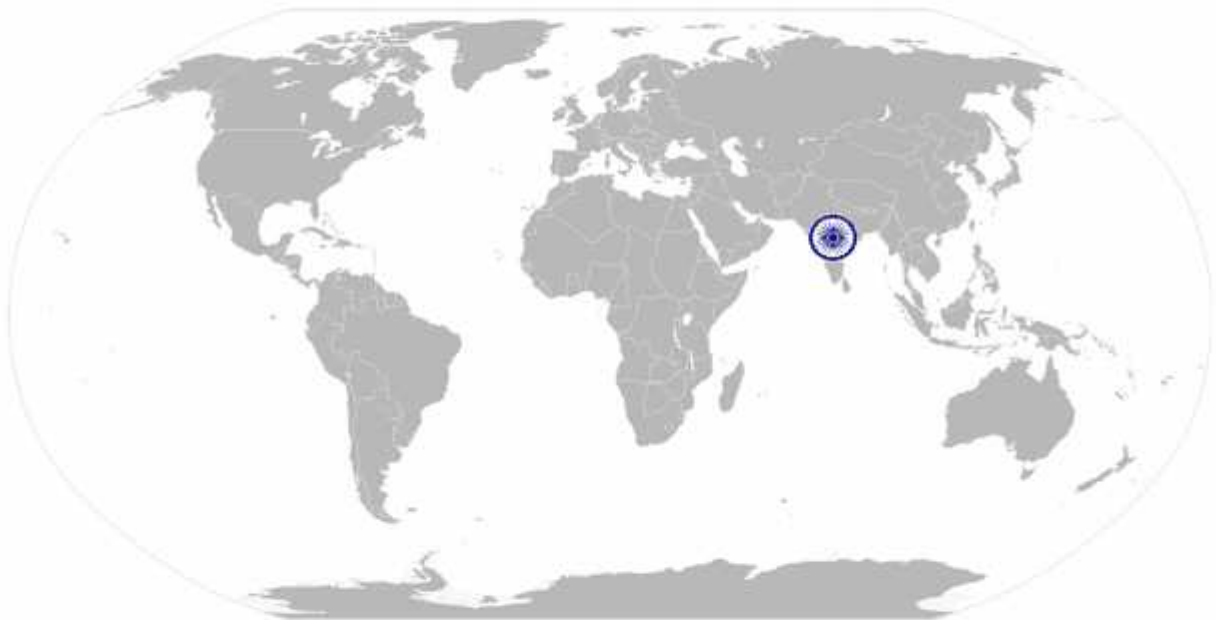
Conduct yoga therapy sessions for diabetic patients as per directions

NOS Version Control

NOS Code	HSS/N4005		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/09/2018
Industry Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2019



National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to conduct yoga therapy session for palliative care.

HSS/N4006

Conduct yoga therapy sessions for palliative care as per directions

National Occupational Standard

Unit Code	HSS/N4006
Unit Title (Task)	Conduct yoga therapy sessions for palliative care as per directions
Description	This Occupational Standard describes the skills and knowledge required to carry out yoga therapy session based on the client needs and as per orders for palliative care
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Perform therapeutic yoga for palliative care
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Perform therapeutic yoga for palliative care	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. introduce oneself to the patient PC2. interpret the prescription for identified yoga therapy session as per medical condition PC3. modulate therapies as per patient needs based on doctor's advice without affecting the overall outcome and process PC4. conduct therapeutic yoga for palliative care PC5. inform to patients regarding benefits and limitations of the practices PC6. motivate the patients for doing the practices regularly PC7. follow-up with patients as per therapists/doctor's instructions PC8. update the therapist/doctor regarding patient's performance PC9. conduct breathing exercise for stress management
Knowledge and Understanding (K)	
A. Organizational Context (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"> KA1. policies and procedures followed for palliative care services KA2. role and importance of the helpdesk for supporting services. KA3. safety and environmental aspects related to workplace KA4. relevant organizational standards, regulations and guidelines KA5. relevant Workplace Health and Safety (WHS) legislation KA6. safety requirements set by accreditation agencies or statutory bodies
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. about basics of chanting, mudra KB2. basic life style management including aharcharya and physical activity KB3. normal values of vital parameters KB4. importance of palliative care KB5. psychology of patients towards changes at physical, mental and social level KB6. process for meditation and pranayama, along with the relaxing yoga poses KB7. importance of being empathetic in approach and sensitivity KB8. importance of inclination towards spirituality KB9. importance of assessment of prescription, orders/consent forms, clinical details etc related to diseases condition

HSS/N4006

Conduct yoga therapy sessions for palliative care as per directions

	<p>KB10. how to measure and record patient’s vital</p> <p>KB11. concept of Body Mass Index (BMI)</p> <p>KB12. importance of relaxation postures and yoga nidra, yoga poses (asanas), regulated breathing techniques (pranayama), diaphragmatic breathing , deep yogic breathing, balancing, calming mudra , internalized awareness</p> <p>KB13. do’s and don’ts for patients related to yoga therapy for palliative care</p> <p>KB14. about ahara concept (diet) during palliative care</p> <p>KB15. concept of hatha yoga in body, mind and spirit.</p> <p>KB16. importance of asanas in clearing out toxins from human body</p> <p>KB17. about yoga as holistic healing for patients</p> <p>KB18. importance of yoga in reducing anxiety and stress.</p>	
Skills (S)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: SA1. document completely and accurately	
	Reading Skills	
	The user/individual on the job needs to know and understand how to: SA2. read and interpret instructions and prescriptions	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal instructions SA6. report incidents in line with organisation requirements	
	B. Professional Skills	Decision Making
		The user/individual on the job needs to know and understand how to: SB1. select and use appropriate attire
		Plan and Organize
		The user/individual on the job needs to know and understand how to: SB2. complete all activities accurately and in a timely manner
Customer Centricity		
The user/individual on the job needs to know and understand how to: SB3. ensure that all activities related to yoga therapy are performed considering participant’s benefits		
Problem Solving		
The user/individual on the job needs to know and understand how to: SB4. solve problems including the ability to use available resources and prioritise workload		
Analytical Thinking		
Not Applicable		
Critical Thinking		
Not Applicable		

HSS/N4006

Conduct yoga therapy sessions for palliative care as per directions

NOS Version Control

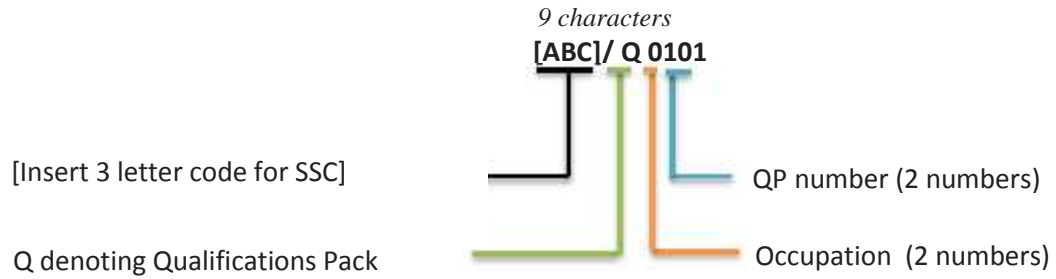
NOS Code	HSS/N4006		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/09/2018
Industry Sub-sector	AYUSH	Last reviewed on	29/05/2019
Occupation	Yoga	Next review date	28/05/2022



Annexure

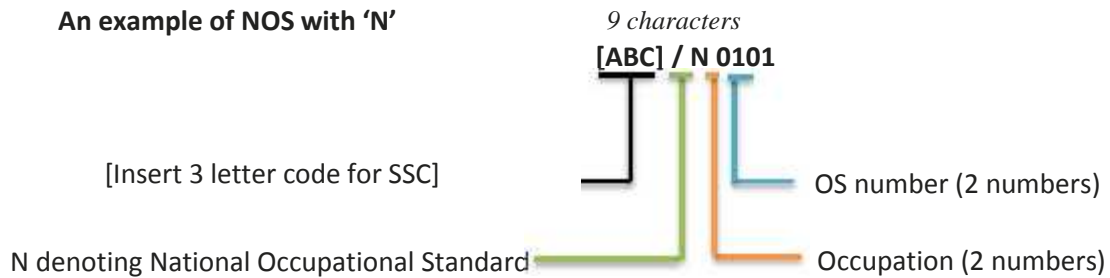
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Yoga Therapy Assistant

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
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

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

Criteria For Assessment Of Trainees

Job Role Yoga Therapy Assistant (Options: Diabetes/Palliative Care)

Qualification Pack HSS/Q4001

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).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

National Occupational Standards (NOS)	Element	Performance Criteria (PC)	Total Marks	Theory Marks Allocation	other Marks Allocation			Total
				Theory	Viva	OJT	Skills Practical	
HSS/N4001: Prepare the unit as per yoga therapy needs	• Apply hygiene standards		228	27	10	16		
		PC1. wear appropriate and clean attire as per organisational policies and procedures			0		5	
		PC2. maintain conducive ambience, environment and cleanliness in the unit					10	
		27		10	16	15	68	
	• Conduct preprocedu			50	30	20		

Qualifications Pack For Yoga Therapy Assistant

	ral requirements	PC3. follow standard protocols to assess working condition of lights, adequate ventilation, aroma, etc. in the unit				10		
		PC4. check the appropriateness and working condition of aides like mats, props, etc.				10		
		PC5. check the schedule and number of participants on daily basis and arrange necessary resources accordingly				10		
		PC6. check the orders/consent forms or any relevant document from the participant as per organization policies and protocols				10		
		PC7. study the clinical details and protocol suggested by therapist/consultant before initiating the yoga therapy and plan accordingly						
		PC8. make appropriate changes in the therapy as per orders from consultant/therapist as and when required and maintain a record of it						
		PC9. check if participant is suitably dressed for the therapy				10		
		PC10. maintain records of appointments, up to the completion of course				10		
				50	30	20	60	160
		HSS/N4002: Carry out initial interaction with	<ul style="list-style-type: none"> Counselling of individuals and 	PC1. introduce oneself to participant	173	43	30	30
						5		

Qualifications Pack For Yoga Therapy Assistant

individuals for proposed yoga therapy as per directions	Information gathering for proposed yoga therapy	PC2. provide information about the session including session duration, precautions to be taken before and after the session					
		PC3. assess the general state of participant before initiating the therapy to check readiness to take the therapy or escalate, if required to the concerned authority				5	
		PC4. obtain relevant social and occupation related information from the participant as per organization policies and protocols				5	
		PC5. obtain relevant medical history of participant and family as per organization policies and protocols				5	
		PC6. comprehend the protocol and/or prescription as referred by the doctor				10	
		PC7. check with the participant for any past complications which occurred due to yoga therapy procedure				10	
		PC8. assess the comfort or limitations of the client based on individual preference considering factors like gender, religion, culture, language etc.				10	
		PC9. identify modulations to be done for sessions based on individual preference without affecting the outcome or deviation from protocol and/or prescription				10	

Qualifications Pack For Yoga Therapy Assistant

		PC10. make the participant aware about the outcome of yoga therapy session					10		
				43	30	30	70	173	
HSS/N4003:Conduct yoga therapy session as per prescribed advice	<ul style="list-style-type: none"> Demonstrating yoga therapy posture 	PC1. work and prioritize the activities as per the instructions of the therapist/ doctor	357	82	40	40			
		PC2. check vital parameters including blood pressure, temperature, pulse, respiration to assess physical state of individual					10		
		PC3. show asanas to the individuals as per yogic practices applying complementary practices of yogic principles						10	
		PC4. conduct voice modulation as per the need of the environment							
		PC5. ambulate patient in a proper way						10	
		PC6. guide the individual to be in a comfortable position						10	
		PC7. guide the participant for minimizing mistakes during practice and to make the session more useful and safe							
		PC8. be vigilant towards the participant during the practice							
		PC9. avoid unnecessary physical contact with the individuals							
							82	40	40
	<ul style="list-style-type: none"> Abide by post 			50	30	15			

Qualifications Pack For Yoga Therapy Assistant

	therapy sessions compliance	PC10. document practice list and schedule of the participants				10		
		PC11. record individual grievances if any and escalate to the concerned authority				10		
		PC12. update the therapist/doctor regarding the performance of an individual and limitations if any or any other area of concern				10		
		PC13. provide details to the participant about next schedule or follow up session as per therapist/doctor's advice				10		
			50	30	15	40	135	
HSS/N4004:Conduct post yoga therapy session review	• Reflective Report of Yoga Therapy Session	PC1. take a feedback from the patient about the session as per organizational standard operating procedure	46	30	20			
		PC2. check the vitals of the individuals post therapy and record it				10		
		PC3. update the findings to the physician or concerned authorities in case of deviation from normal findings of vitals				5		
		PC4. provide suitable time of appointment to the individual in consultation with concerned authority or as per organizational protocol				5		
		PC5. assess the emotional state of the participant post therapy sessions and record it as per organizational policies				5		
			151					

		PC6. give suitable suggestions to the participant based on performance without deviating from standard procedures or protocols					5	
		PC7. list the modifications in practices carried out during the session to therapist/consultant					5	
		PC8. update therapist/consultant regarding any abnormal sign observed during practice					5	
		PC9. update the therapist/consultant and participant regarding the progress from the course of sessions					5	
			46	30	20		55	151

Soft Skills and Communication

HSS/N9615 Maintain a professional relationship with patients, colleagues and others	Communicate and maintain professional behavior with co-workers and patients and their families						5	
		PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them						
		PC2. utilize all training and information at 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						

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Qualifications Pack For Yoga Therapy Assistant

	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					
Total		5	0	0	0	5
Work with other people to meet requirements		5				
	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					
Total		5	0	0	0	5
Establish and manage requirements, planning and organizing work, ensuring		3				
	PC14. establish, agree, and record the work requirements clearly					
	PC15. ensure his/her work meets the agreed requirements					
	PC16. treat confidential information correctly					

Qualifications Pack For Yoga Therapy Assistant

	accomplishment of the requirements	PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role							
	Total			3	0	0	0	3	
HSS/N9616 Maintain professional & medico-legal conduct	Maintain professional behavior		19	5					
		PC1. respect patient's individual values and needs							
		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							
	Total			5	0	0	0	5	
	Act within the limit of one's competence and authority				7				
		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							
Total		7	0	0	0	7			

Qualifications Pack For Yoga Therapy Assistant

competent y and within the limits of authority	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					
Total		8	10	5	0	23
Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment		5		2		
	PC11. report any identified breaches in health, safety, and security procedures to the designated person		10			
	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					
Total		5	10	2	0	17

Options

Options 1 : Diabetes Care

Qualifications Pack For Yoga Therapy Assistant

<p>HSS/N4005 Conduct yoga therapy Sessions for Diabetic Patients as per directionst</p>	<p>• Carry out pre procedural requirements</p>		20	30	20		
		PC1. introduce oneself to the client				2	
		PC2. check and record the pathological test critical values to identify if the patient is fit for yoga therapy or not				5	
		PC3. check and record the clinical vital findings to assess physical state of a patient before planning a therapy as per organizational policies and procedures				5	
		PC4. identify any deviations from normal values and inform to the doctor or concerned authority as per organizational policies and protocols				5	
		PC5. check medical and family history of a patient and keep a record as per organizational standard operating procedure				5	
		PC6. check with patient regarding medicines intake (dosage/frequency/route) if any and record it				2	
		PC7. check regarding meals intake (ahar charya) of patients and record it				2	
		PC8. guide for diabetes management specific asanas to the patients as per yogic practices				2	
		PC9. inform the patients about benefits and limitations of therapeutic yoga for diabetes				2	
		PC10. motivate and guide patients to do practices regularly and correctly					
PC11. inform patients regarding frequency and duration of sessions							
270							

Qualifications Pack For Yoga Therapy Assistant

	PC12. guide patients regarding basic life style management as per yogic practices in consultation with doctor							
Total		20	30	20	30	100		
Conduct yoga therapy sessions	PC13. guide for breathing exercise for stress management	20	30	20				
	PC14. carry out demonstrations for therapeutic yoga for diabetes as per yogic principles				2			
	PC15. exercise specific yogic posture for the digestive system, excretory system and lymphatic system				5			
	PC16. guide for techniques of meditation				5			
	PC17. guide patients to practice stretching/walking/jogging as per general condition and strength of the patient in consultation with therapist/doctor					3		
	Total		20	30	20	20	90	
Conduct post therapy session compliance s		20		20				
	PC18. update the therapist/doctor regarding the patient and his/her performance/limitations or any other area of concern		30				5	
	PC19. carry out regular follow-up with patients as per therapists/doctor's instructions						5	
Total		20	30	20	10	80		

Options 2 : Palliative Care

HSS/N4006:	• Perform		127	53	30	20		
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Qualifications Pack For Yoga Therapy Assistant

Conduct yoga therapy Sessions for Palliative Care as per directions	therapeutic yoga for palliative care	PC1. introduce oneself to the patient				2				
		PC2. interpret the prescription for identified yoga therapy session as per medical condition				2				
		PC3. modulate therapies as per patient needs based on doctor's advice without affecting the overall outcome and process				5				
		PC4. conduct therapeutic yoga for palliative care				5				
		PC5. inform to patients regarding benefits and limitations of the practices				2				
		PC6. motivate the patients for doing the practices regularly				2				
		PC7. follow-up with patients as per therapists/doctor's instructions				2				
		PC8. update to the therapist/doctor regarding patient's performance				2				
		PC9. conduct breathing exercise for stress management				2				
		Total						53	30	20